

MARIO AWNEY ANWER

Application Support Engineer | DevOps Engineer

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PROFESSIONAL SUMMARY

Application Support & DevOps-oriented Engineer with experience supporting enterprise applications, maintaining high system availability, and troubleshooting production environments. Proficient in L1/L2 support, Root Cause Analysis (RCA), log analysis, SQL, and Windows/Linux server administration. Skilled in IIS, Active Directory, Docker, Kubernetes, AWS, and CI/CD workflows. Adept at resolving critical issues under SLA-driven environments. Microsoft Certified Fabric Data Engineer Associate.

PROFESSIONAL EXPERIENCE

Application Support Specialist

Mar 2026 – Present

Wadi Degla Clubs Company | Cairo, Egypt

- Deliver Level 2 application support for critical enterprise systems under strict SLAs.
- Perform Root Cause Analysis (RCA) using log analysis, SQL investigation, and system diagnostics.
- Troubleshoot APIs, IIS, databases, and backend services to resolve production incidents efficiently.
- Collaborate cross-functionally to support application deployments and ensure infrastructure stability.

IT Support Agent (L1/L2)

Oct 2024 – Jan 2025

Jumia Group | Cairo, Egypt

- Provided L1/L2 enterprise technical support for corporate users and operational teams.
- Managed incidents and service requests via Jira and ServiceNow ITSM platforms.
- Administered Active Directory for account provisioning, security grouping, and access management.
- Maintained IT asset lifecycle via Snipe-IT and utilized ManageEngine for network monitoring.

IT Engineer Intern

Jul 2024 – Sep 2024

PepsiCo | Egypt

- Supported enterprise infrastructure, hardware deployment, and end-user technical operations.
- Participated in proactive infrastructure and network connectivity monitoring activities.
- Awarded "Top Intern" recognition for outstanding performance and technical contribution.

TECHNICAL PROJECTS

Network Automation with Ansible

Apr 2024 – Jul 2024

Assiut University

- Designed and implemented network automation scripts using Ansible for switch configuration management.
- Reduced manual operational effort and improved deployment consistency across the infrastructure.

Warehouse Infrastructure Design

Oct 2024

Jumia Egypt

- Architected scalable warehouse IT infrastructure (routers, switches, wireless APs).
- Supported integration planning with enterprise Warehouse Management Systems (WMS).

TECHNICAL SKILLS

Application Support & Ops:	L1/L2 Support, Incident Management, RCA, IIS Administration, Server Admin, Log Analysis
DevOps & Cloud:	Docker, Kubernetes, AWS Cloud Services, CI/CD, Ansible, Automation
Databases & Data:	Advanced SQL, Microsoft Fabric, Data Analysis, Database Optimization
Networking & Infra:	TCP/IP, DNS/DHCP, Active Directory, VLANs/OSPF
Tools & Scripting:	Python, Bash, Jira, ServiceNow, ManageEngine, Git, Postman

EDUCATION

B.Sc. Communication & Electronics Engineering

2019 – 2024

Assiut University | Grade: Good

CERTIFICATIONS

- **Microsoft Certified:** Fabric Data Engineer Associate (May 2026)
- **Google** IT Support Specialization (Apr 2025)
- **Red Hat:** Fundamentals of Ansible (Dec 2024)
- **IBM:** Quality Work with Agility (Jun 2024)
- **AWS:** Introducing Generative AI (Apr 2024)
- **NTI:** CCNA V7 (Aug 2021)

AWARDS & ACHIEVEMENTS

- **Top Intern** – PepsiCo
- **Bronze Medal** – Huawei ICT Competition
- **Top 10 Finalist** – Vodafone AI Hackathon (Developed AI accessibility solution)

LANGUAGES

- Arabic – Native
- English – Professional Working Proficiency