

ALI HAMMOUD

COMPUTER ENGINEER

CONTACT

- +1 514-236-4066
- alikh85@gmail.com
- <https://engineerhammoud.com>
- London, ON - Canada

SKILLS

- Networking: IPV4/6, Switches, Routers, DNS, DHCP.
- Linux: Red Hat, Ubuntu.
- Scripting: Bash, Python, Ansible
- Containers: Docker, Podman
- Cloud: AWS, Azure, OpenStack
- Windows Servers, Office 365
- AV: Evertz, Crestron, Biamp, Extron

EDUCATION

Computer Engineer degree

University Rafael Belloso Chacin
(Venezuela)

2003 - 2009


LINKEDIN


<https://www.linkedin.com/in/hammoud85/>


GITHUB

<https://github.com/alitohammoud>

LANGUAGES

English  100%

French  67%

Spanish  100%

SUMMARY

Results-driven Computer Engineer with over 15 years of experience offering Cloud & Networking solutions, fully committed to providing the highest possible standards of customer service and support. I have also many years of experience in the Telecommunications field, deploying and commissioning large scale AV systems. Strong work ethics, self-motivated and hard-working individual. I Work well in challenging, fast-paced, high-stress and deadline-oriented environments individually or as part of a team. Troubleshooting is what I enjoy the most and learning new skills is my biggest passion.

WORK EXPERIENCE

Customer Success Engineer

IMAX Streaming and Consumer Technology

2023 - Present

As a Customer Success Engineer at IMAX Streaming & Consumer Technology, I serve as a dedicated point of contact for customers, utilizing my expertise to provide comprehensive support via email, phone, and case management. My role involves guiding clients through product deployment, troubleshooting technical issues, proactively applying system upgrades, and collaborating with cross-functional teams, including Engineering and Product, to deliver effective solutions. I am adept at documenting and tracking issues, ensuring timely resolutions, and educating customers on product functionality and best practices. Some of the technologies being used for this role include: virtual machines management, ansible, docker, kubernetes, AWS, linux, amongst others.

Cloud Application Specialist

SOSCIP at University of Western Ontario - London, Ontario





2021 - 2023

- Provided technical leadership and support to identified SOSCIP research projects that make use of the SOSCIP cloud and GPU computing environments.
- Ensured that the software environment within the cloud is operational and available to project teams by creating pre-defined software environments (virtual machines & containers) for research projects.
- Updated and Installed new software in a timely fashion and tested for interoperability with other software components.
- Conducted a variety of engineering tasks related to the development, operation, and maintenance of complex technology systems, ensuring the integration of software, processes and methodologies to support the performance of the cloud infrastructure.
- Managed network switches that support the cloud infrastructure.
- Automated repetitive tasks by using tools like Ansible and Bash scripts.
- Built a new ticketing system and was the first point of contact to provide support to users of the cloud.
- Provided advice and training on use of the cloud platform to all new users.
- Worked closely with the SOSCIP Cloud administrators to ensure that virtual machines and containers used by project teams are reliable, efficient and maintained.

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EXPERTISE

- Spoken and written Spanish, English & French.
- Audio-Visual (AV) and Broadcast experience deploying large scale projects and providing training to high-level customers.
- Advanced-level assembly, installation, repair and maintenance of computer equipment.
- Administration and installation of IP networks (DNS, Switching, Routing).
- Working experience with JavaScript, Scripting (Bash/Python), HTML/CSS, Ticketing Systems, Office 365, Nvidia CUDA, Ansible, Docker/Postman Containers, as well as set up and administration of Linux servers (Red Hat & Ubuntu).
- Cloud Experience: Amazon Web Services (AWS), Azure & OpenStack.
- Cloud Resume Challenge: <https://engineerhammoud.com>

Field Service Engineer – AV

Evertz Microsystems - Burlington, Ontario

2017 - 2021

- Worked with the installation of Evertz network-based AV (audio/video) distribution solution products and systems at customer sites.
- Delivered training to customers in-house and abroad.
- Provided technical direction to customers regarding operational issues, firmware upgrades and general maintenance.
- Assessed the customer's product application, troubleshoot and diagnosis issues through research and/or re-creation to determine the root cause.
- Deployed and commissioned several AV over IP projects at customer sites including: Harvard University Business School (Boston, Massachusetts), Northwestern University Kellogg Business School (Chicago, Illinois), Oklahoma State University (Stillwater, OK), Nvidia Headquarters (Santa Clara, California), JP Morgan Chase Headquarters (Columbus, Ohio and NYC), Comcast Headquarters (Philadelphia, PA), Bank of America Headquarters (NYC), Morgan Stanley (Hong Kong) amongst others.

Network & Solutions Engineer

Evertz Microsystems - Burlington, Ontario

2016 - 2017

- Helped the Solutions team with the Implementation, documentation and deployment of both small and large scale IP Networks supporting broadcast infrastructures.
- Provided technical direction to customers regarding operational issues, firmware upgrades and general maintenance.
- Supported the development of product communications by generating or authoring customer guides and provide the technical writing group with information including Printouts, FAQ, Application notes.
- Worked alongside other engineers in the installation, maintenance and configuration of Layer 2 and Layer 3 switches at the corporate site that helped diverse departments (R&D, Project Engineering, etc) achieve their daily goals.

CERTIFICATIONS

- 2022- AWS Certified SysOps Administrator - Associate
- Validation Number 4T0EB5VCSJV4QQCH
 - 2021- Microsoft Certified Azure Fundamentals
- Certificate ID: 992132772
 - 2021- AWS Certified Solutions Architect – Associate
- Validation Number V4M9LJPJL144Q2KG
 - 2020- ITIL® Foundation Certificate in IT Service Management
- Certificate Number: GR671170029AH
 - 2013 & 2016 - Cisco Certified Network Associate Security (CCNA Security)
- ID: CSC011867340
 - 2010. - Cisco Certified Network Associate (CCNA)
- ID: CSC011867340
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