MOHAMED ZAHRAN

Presales Engineer | ICT & ELV Solutions

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PROFILE

Presales Engineer with experience in customer requirements analysis, solution development, product selection, vendor evaluation, and BOQ/BOM preparation across ICT, networking, IPTV, and ELV. Combines technical support experience with a freelance software development background.

EXPERIENCE

Presales Engineer | SOEMI Apr 2026 - Nov 2026

- Assess customer requirements, clarify scope, and develop recommendations aligned with operational needs and budget.
- Evaluate products and alternatives for specifications, compatibility, performance, availability, and cost.
- Prepare technical and commercial proposals, BOQs, BOMs, and quotations; coordinate specifications and pricing with vendors.
- Support demonstrations and proof-of-concept activities. Volunteered to take on technical sales responsibilities when the team needed additional coverage.

Technical Support Engineer | SOEMI Nov 2025 - Nov 2026

- Investigate product and software issues, troubleshoot customer requests, and coordinate with technical teams.
- Manage Zoho Desk tickets and document reported issues, troubleshooting actions, resolution status, and next steps.

Freelance Software Developer Sep 2022 - Jun 2026

- Freelance software development alongside university studies, with a background in programming, web technologies, and interface design.

TECHNICAL FOCUS

IPTV & TV distribution: requirements analysis, proposed configurations, compatibility and capacity review, technical proposals, and BOQ preparation.

Passive infrastructure: copper and fiber component selection, racks and connectivity, quantities, and supporting proposal documentation.

ICT & ELV: product research, vendor evaluation, comparative analysis, specifications review, and technical presentations.

SKILLS & TOOLS

Presales: Requirements Analysis, Solution Development, BOQ/BOM, Technical Proposals, Vendor Coordination.
Software background: HTML, CSS, JavaScript, React, Python, C#.
Tools: Figma, GitHub, Microsoft Excel, Word, PowerPoint, Zoho, Zoho Desk.

EDUCATION

Bachelor's Degree in Computer Science | Sep 2022 - Jun 2026
SHA - Faculty of Computers and Information, Cairo, Egypt

LANGUAGES

Arabic | English