

# Andrew Emil Ramzy

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## SUMMARY

Dynamic Senior Service Engineer with 12 years of experience in advanced machinery diagnostics and strategic maintenance solutions, enhancing operational efficiency and equipment longevity. Led complex installations and integration of digital printing machines within ceramic production lines, strengthening client relations through transparent technical communication, seeking new challenges to deliver value through exceptional technical support and maintenance expertise.

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## EXPERIENCE

### Senior Service Engineer

#### Tecnoferrari S.P.A (Agency in Egypt)

January 2014 - Present, Cairo, Egypt

- Executed comprehensive diagnostics on advanced machinery, driving significant improvements in operational efficiency and extending equipment lifespan through strategic maintenance solutions.
- Spearheaded complex installations and commissioning of digital printing machines, ensuring seamless integration and operation within ceramic production lines, while fostering robust client relations through transparent technical communication.
- Responsible for performing startups for new machines and following the maintenance plans for the old machines, providing technical reports to the customers periodically performing preventive maintenance Following the spare parts sales and the warehouse stock quantities.
- Spearheaded proactive technical service interventions, optimizing customer equipment uptime using predictive diagnostics and advanced analytics tools.

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## PROJECT

### Damascus, Syria

Balkis Ceramic • May 2017 - June 2017

- startup for Tecnoferrari's digital printing machine brand Vivajet 3 at balkis ceramic

### Damascus, Syria

Balkis Ceramic • February 2018 - March 2018

- startup for Tecnoferrari's digital printing machine brand Vivajet 3 at balkis ceramic

### Damascus, Syria

Balkis Ceramic • February 2019 - April 2019

- startup for Tecnoferrari's digital printing machine brand Vivajet 3 at balkis ceramic

### Damascus, Syria

Balkis Ceramic • October 2019 - October 2019

- General maintenance for the machines on-site at Balkis Ceramic Company .

### Jeddah, KSA

Artic Company • December 2020 - December 2020

- Startup for Tecnoferrari's digital printing machine brand Vivajet 3 at Artic Company.

### Dammam, KSA

Future Ceramic company • March 2022 - April 2022

- Regenerating old three Tecnoferrari digital printing machines brand Vivajet 1 at Future Ceramic

### Damascus, Syria

Balkis Ceramic company • July 2022 - July 2022

- General maintenance for the machines on-site at Balkis Ceramic Company

### Dammam, KSA

Future Ceramic Company • August 2023 - August 2023

- Startup for Tecnoferrari's digital printing machine brand Decora, at Future Ceramic Company.

### Muscat, Oman

Sohar Porcelain Company • April 2025 - May 2025

- Regenerating one old Tecnoferrari digital printing machine, Brand Vivajet 1, at Sohar Porcelain Company.

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## EDUCATION

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### Bachelor's degree in Mechanical Engineering

Minor in Production •

**Shobra faculty of engineering, Benha University • Cairo, Egypt**

• 2013

• **Grade:** Good

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## COURSEWORK

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### Tecnoferrari S.P.A, Italy training

Tecnoferrari s.r.l Italy • 2016 • Training on Vivajet 2 Digital printing machines

### Tecnoferrari S.P.A, Italy training

Tecnoferrari S.P.A, Italy • 2016 • Training on Vivajet 3 digital printing machines

### PLC Programming

Cairo University. • 2013 • Programming

### Solid Works Course

Cairo University • 2012 • Mechanical Design

### Applied welding technology & non-destructive test (PT-MT) courses at EWA Course

EWA • 2011 • manufacturing

### Majestic Ceramic Company

Majestic Factory, 10th of Ramadan, Egypt • 2013

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## SKILLS

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MS Office

Technical Skills,

Engineering,

Service,

Technical Support,

Sales,

Customer Service,

Sales Support,

Maintenance

### Language

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**Arabic:** Mother tongue

**English:** Very good

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## Personal Information

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**Date of Birth:** 14<sup>th</sup> of September, 1991

**Nationality:** Egyptian

**Military service:** Exemption

**Marital Status:** Married

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