

# AHMAD SULTANI

✉ [asultani911007@gmail.com](mailto:asultani911007@gmail.com) | ☎ (571) 619-4075 | 📍 Culpeper, VA | [in linkedin.com/in/asultani91](https://www.linkedin.com/in/asultani91) | [GitHub/asultani91](https://github.com/asultani91)

## PROFESSIONAL SUMMARY

---

Distinguished IT Professional with over 15 years of experience architecting enterprise-grade solutions across Big Tech, international development, and academia. Currently at Amazon, maintaining 99.9% uptime for mission-critical infrastructure while resolving over 5,300 complex technical incidents in 22 months. Proven track record in cloud computing, infrastructure optimization, and cybersecurity, with a unique ability to bridge technical excellence and strategic business impact. Expert in automating manual workflows to drive operational efficiency and leading national-scale digital initiatives that serve millions.

## TECHNICAL SKILLS

---

- **Cloud Platforms:** AWS (Certified), Microsoft Azure, Google Cloud Platform.
- **AI/ML:** LLMs, NLP, Prompt Engineering, RAG, Agentic Systems, Amazon Bedrock, Amazon SageMaker AI.
- **Programming, Data & SDLC:** Python, C, C++, JavaScript, API Development (REST, webhooks), Git, CI/CD, PowerShell, SQL, ETL Pipelines, Data Analytics, Data Pipeline Design, Automated Testing, Code Reviews, Containerization, Agile/Sprint.
- **Infrastructure:** Network Security, Systems Administration, Infrastructure as Code, Cloud-native Architectures, Active Directory, Docker, Kubernetes, TCP/IP, DNS, DHCP, VPN, Routing & Switching, Firewalls, IDS/IPS, Network Segmentation, Zero Trust Architecture, Sysadmin: Server Management, Patch Management, System Monitoring. Supported LAN, WAN, SAN and VPNs.
- **OS, Compliance & DR:** Windows Server, Linux/Unix, macOS Administration, JAMF Admin, SOC 2, ISO 27001, NIST Framework, Backup & Disaster Recovery Planning, Data Backup Solutions, Business Continuity.
- **ITSM:** Service Now, Jira, SIM-T, Omnia, Monitoring: Grafana, CloudWatch, Knowledgebase Management, SCCM & MDM Solutions.
- **Security Tools:** SIEM, Endpoint Protection, Vulnerability Scanning, Threat Detection, Incident Response, Security Hardening.

## WORK EXPERIENCE

---

### Amazon

Arlington, VA

IT Engineer

Jun 2024 – Present

- **Service Delivery & Performance:** Resolved 3,640+ technical tickets within one year, consistently exceeding performance targets for resolution speed and quality while maintaining high system health through rigorous log analysis and diagnostic troubleshooting.
- **Infrastructure Support:** Spearheaded critical on-site infrastructure support, optimizing network and system availability to ensure 99.9% uptime for localized fulfillment and corporate operations.
- **Continuous Improvement (Ownership):** Led strategic side-projects to automate manual IT workflows, collaborating with cross-functional partner teams and global vendors to define requirements and deliver scalable operational value all tracked on Asana.
- **Talent Development (Hire & Develop):** Actively participated in hiring efforts and peer mentorship, accelerating the onboarding of new team members and raising the bar for technical excellence within the department. *Met 'Exceeds High Bar' for two years.*
- **Asset Management:** Oversaw a multi-million-dollar IT asset inventory, implementing enhanced tracking and auditing mechanisms on Service Now to ensure 100% compliance with internal security and logistical standards.

### Dentakay

Istanbul, Türkiye

IT/CRM Solutions Specialist

Apr 2021 – Nov 2023

- Administered and customized Zoho CRM to optimize business workflows, reducing manual data entry by 94% and increasing sales team productivity. Integrated CRM systems with third-party applications (e.g., email marketing tools, ERP) using APIs, ensuring accurate, real-time data flow across Dentakay departments.
- Developed and maintained automated reporting dashboards using SQL and BI tools to track KPIs, providing actionable insights for senior leadership to improve sales forecasting accuracy by 98%.
- Provided Level 2/3 technical support and training for CRM users, boosting user adoption rates and reducing resolution time for support tickets by 87%.

- mHealth Ecosystem Development: Spearheaded the design and implementation of national ICT4D programs under the USAID-HEMAYAT project, including the MAMA (Mobile Alliance for Maternal Action) & m4RH (Mobile for Reproductive Health) platforms.
- National Health Infrastructure: Directed the technical launch of the Ministry of Public Health (MoPH) 166 Hotline and the 3-2-1 Family Planning service, establishing critical telecommunication links between citizens and health services.
- Data Systems & Digital Outreach: Deployed scalable data collection frameworks using CommCare and Kobo Toolbox, alongside Bulk SMS/IVR Value-Added Services (VAS) to digitize health monitoring and community outreach.
- Visual Education Initiatives: Launched the Health Video Library Program (HVLP), leveraging digital media to improve health literacy and provider training across Afghanistan.
- Led and mentored a cross-functional team of ICT Officers to ensure high system availability, timely technical support, and the successful delivery of nationwide digital health projects.

**Jhpiego** (ICT Consultant – Short-term Contract upon project closure to handover to MoPH from Jul 2020 – Sep 2020)

- Capacity Building & Handover: Upskilled IT personnel at the Ministry of Public Health (MoPH) through specialized training to ensure the sustainable management of digital health infrastructure.
- Project Lifecycle Management: Facilitated the successful technical handover of the USAID – HEMAYAT project, delivering comprehensive source code and documentation for key platforms, including MAMA, m4RH, HVLP, and Bulk SMS/IVR services.

## EARLY CAREER EXPERIENCE

---

**Bakhtar University**, *IT Project Manager*, Kabul – Afghanistan, Nov 2015 – Mar 2016

**Bakhtar University**, *HOD & Associate Professor*, Kabul – Afghanistan, Aug 2015 – Nov 2015

**BDN Bakhtar Development Network**, *IT Logistics Officer*, Herat – Afghanistan, Nov 2009 – Jun 2010

**DAC Danish Afghanistan Committee**, *IT Officer*, Herat – Afghanistan, Apr 2008 – Oct 2009

**INTEROS Humanitarian Aid, IQRA Academy, Saudi Institute of Computer Science**, *IT Trainer*, Herat – Afghanistan, Jul 2007 – Jun 2010

## EDUCATION

---

**South Asian University**, *Master of Science (M.Sc.) Computer Science*

New Delhi, India – May 2015

**Bangalore University**, *Bachelor of Computer Applications (B.C.A)*

Bengaluru, India – May 2013

## CERTIFICATIONS

---

**AWS Certified AI Practitioner**, Date issued: November 24, 2025 Expires: November 24, 2028, ([Credly link for verification](#))

**AWS Certified Cloud Practitioner**, Date issued: November 01, 2025 Expires: November 01, 2028, ([Credly verification link](#))

**AWS Well-Architected Proficient**, Date issued: December 05, 2025, ([Credly verification link](#))

**AWS Partner Generative AI Essentials**, Date issued: December 05, 2025, ([Credly verification link](#))

**Cisco Certified Network Professional CCNP**, Cisco Certified Network Associate CCNA, INTERNETWORKZ & IIHT, 2011-2012

## PROJECTS (AWS Agentic AI Portfolio)

---

- Built weather assistant from scratch using Python, Amazon Bedrock (Claude 4.5), and NWS API demonstrating core agentic AI principles (autonomy, reactivity, proactivity)... [GitHub Link](#)
- Developed multi-agent e-commerce chatbot with Bedrock Agents, Lambda, DynamoDB, Knowledge Bases (RAG), Amazon Personalize, and multi-agent collaboration patterns... [GitHub Link](#)
- Built AI-powered productivity tools using Model Context Protocol (MCP) with Calculator, Calendar, Weather servers, custom MCP development, and production deployment to Amazon Bedrock AgentCore Runtime with IAM authentication... [GitHub Link](#)
- Mastered Strands Agents SDK with multi-agent patterns (Swarm, Graph, Agent-as-Tool), MCP integration, Guardrails, persistent memory, and deployment to Lambda/Fargate... [GitHub Link](#)
- AgentCore labs on 7 prod services: Runtime, Memory, Identity, Gateway, Code Interpreter, Browser automation, Observability...