

# DAWOUD MAHMUD

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## EDUCATION

**Georgia Institute of Technology**

*M.S. Computer Science, Machine Learning, 4.0 GPA*

*Atlanta, GA (Online)*

*Expected Graduation: December 2026*

**University of California, Irvine**

*B.S. Computer Science, Minor in Mathematics*

*Irvine, CA*

*Graduated: June 2022*

**Certifications:** [AWS Certified Cloud Practitioner](#)

*Received: June 2024*

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## SKILLS

**Languages:** Python, C++, Java, Go, JavaScript

**Web Technologies:** HTML/CSS, Kubernetes, CI/CD, Multithreading/Concurrency

**Tools:** Docker, Terraform, Java Database Connectivity (JDBC), Git, AWS Lambda, API Gateway, Cloud Computing

**Frameworks:** React, SpringBoot, Vue, Bootstrap, Node

**Databases:** SQL, MySQL, NoSQL, DynamoDB

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## EXPERIENCE

**Apple, Inc.**

*Specialist*

*Aug 2024 - Present*

*Santa Clara, CA*

- Managed customer appointments and check-ins, providing personalized assistance based on diagnostic findings
- Created a welcoming atmosphere in a team environment, actively listening to customers' needs and delivering tailored solutions resulting in a **perfect Net Promoter Score from 30 customers in a row**
- Developed relationships with **28 small businesses**, connecting them to Apple's business team, generating **\$12,000+** in sales

**Software QA Engineer Intern**

*May 2021 - Sep 2021*

*Extron Inc.*

*Milpitas, CA*

- Analyzed legacy shipping platform in order to create design document, reviewed and improved by internal stakeholders, outlining requirements for a replacement solution
  - Synced daily with engineering team in India responsible for software development of the new system, ensuring requirements were understood and deliverables were met on time
  - Developed and manually tested a set of **80+ user journeys** per sprint to verify software met outlined business requirements
  - Directed project to **75% completion**, presented system overview to upper management, and outlined remaining deliverables
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## PROJECTS

**Contributor and Maintainer**

*Jan 2023 - Nov 2023*

*Open Source:* [terraform-provider-mikrotik](#)

*San Francisco, CA*

- [PRs [#1](#), [#2](#)] Leveraged terraform provider SDK and implemented client logic to add new resource types (Wireguard [Interface](#), [Peer](#)) to enable **terraform's resource management** for RouterOS VPN settings for 100+ users
- Wrote CRUD functions for each resources' router settings in **Go** and created tests to ensure functionality
- Constructed **readme** pages to provide detailed instructions on how to use and test each feature

**FabFlix**

*Jan 2022 - Oct 2022*

*Movie Searching Website ([Video Demo](#))*

*UC Irvine*

- Developed a full-stack website called FabFlix that allows users to register and login in order to **search** for over 5000 movies with various parameters incorporating **pagination** to display limited movies at a time
  - Incorporated **Java** with **Spring Boot** framework for the backend, **React** for the frontend, and **MySQL** for the database using **JDBC** to connect the database with the backend
  - Automated testing using **JUnit testing** to ensure accuracy throughout the user journey
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