**🏠 Home / About Me**

**Hi, I’m Hamza Baghdady 👋**  
I’m a 22-year-old soon-to-be graduate with a strong passion for cybersecurity and digital safety. I’ve spent almost two years working in customer support, where I sharpened my communication, problem-solving, and empathy skills.

Outside of tech, I love playing basketball, diving into video games, and reading about everything from history to hacking. My goal is to bridge the gap between users and secure systems through clear communication and technical expertise.

**💼 Experience**

**Customer Support Specialist**  
*Teleperformance for Verizon Account* — *Cairo, Egypt, 03/2022 🡪 11/2022*

*Hydrodynamics for Meaecare a third party for UHC* — *Cairo, Egypt, 01/2025 till now*

* Helped users resolve issues across various digital platforms
* Improved customer satisfaction
* Collaborated with technical teams to escalate and resolve technical issues
* Helped members get their eyes screened and bone density scanned
* Provided support and guidance on health benefits

**Education**  
*Bachelor’s in Cybersecurity*  
*Arab Open University* — *Expected Graduation: Jan, 2026*

* Relevant Courses: Network Security, Ethical Hacking, Incident Response, Digital Forensics

**🎮 Interests & Blog**

**Basketball**  
Teamwork, strategy, and fast decision-making—skills I bring from the court.

**Video Games**  
Big fan of narrative-driven and competitive games (especially FPS or strategy-based). Gaming helps me think critically and react under pressure.

**📬 Contact**

Feel free to reach out to me for collaboration, job opportunities, or just to chat!

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