

# Mahad Abdishakur

Saint Paul, MN | (612) 440-8489  
Mahadabdishakur@gmail.com

## Summary

---

IT Major | Full-Stack Developer with expertise in JavaScript, React, Node.js, PostgreSQL, and AWS. Combining a strong technical foundation with direct experience supporting non-profits and the unhoused. Driven by a passion to solve systemic problems and enhance service delivery through efficient, equity-centered IT solutions. Seeking an internship/role to deliver meaningful technological impact.

## Experience

---

### Listening House of Saint Paul

#### Program Advocate | 08/2024 - Present

- Serve as the primary point of contact for all technology-related needs for unhoused guests, including facilitating access to digital court hearings, job applications, and essential services.
- Support guests in obtaining critical documentation such as state IDs, birth certificates, and resumes-empowering them to successfully apply for jobs and navigate the hiring process.
- Develop and manage digital signage systems that display vital information (e.g., services, schedules, weather, and updates) in a highly accessible format-designed for individuals with hearing impairments and dyslexia.
- Provide compassionate frontline support by distributing meals and clothing while maintaining a clean, safe, and welcoming space for all guests.
- Regularly de-escalate tense situations with empathy and professionalism, creating a trauma-informed, respectful environment.
- Recognized for reliability, adaptability, and a solution-oriented mindset in dynamic, high-pressure settings.

### Supportive Housing for Homeless Youth | MN, Saint Paul

#### Overnight Front Desk Support | 08/2024 - 08/2024

- Provide overnight support at a transitional housing complex for unhoused youth, ensuring safety, stability, and access to resources.
- De-escalate crises and mediate resident disputes with empathy, maintaining a trauma-informed, youth-centered environment.
- Maintain accurate documentation of incidents, resident interactions, and case updates in alignment with agency protocols.
- Assist residents with accessing essential services, including food, healthcare, employment, and personal goal-setting.
- Conduct routine safety assessments, monitor security protocols, and provide basic first aid as needed.
- Utilize digital tools to complete administrative tasks, manage housing records, and coordinate with external service providers.

### Avivo | N, Ave

#### Resident Advocate | 05/2022 - 06/2023

- Ensured the safety, security, and stability of a low-barrier shelter environment, enforcing shelter guidelines, schedules, and maintaining a trauma-informed presence during overnight and crisis situations.
- Supported residents in addressing disabilities, setting personal goals, and creating career development plans to promote independence and long-term success.
- Collaborated with interdisciplinary teams to streamline care coordination, establish medical clearance, and determine optimal timing for key interventions.
- Utilized a case management system to accurately document service delivery, resident progress, and care planning updates.
- Maintained full compliance with public health protocols, including social distancing and PPE requirements, ensuring the health and safety of all shelter occupants.
- Demonstrated consistent reliability with an outstanding attendance record and a strong commitment to being fully present and prepared at the start of each shift.

### Securitas | MN, Minneapolis

#### Security Officer | 01/2021 - 05/2022

- Greeted guests professionally and courteously to cultivate a welcoming atmosphere while making safety top priority.
- Conducted regular patrols of key areas to spot and control security concerns.
- Acted quickly during emergency situations to reduce opportunity for damage and injury.
- Patrolled and monitored premises in company vehicles, on bicycle, and by foot.
- Prevented unauthorized access to facilities by enforcing strict entry protocols and verifying identification.
- Fostered a welcoming environment by greeting guests and prioritizing their safety, enhancing overall visitor experiences.

### Best Buy | MN, Roseville

#### Bestbuy Sales Representative | 11/2019 - 03/2021

- Completed daily recovery tasks to keep areas clean and neat for maxim productivity
- Operated the cash register, collected payments and provided accurate change.
- Worked closely with front end staff to assist customer
- Trained new team members in cash register operation, stock procedures and customer service

## **Skills**

---

Database management systems: SQL, PostgreSQL, JavaScript, Python, C++, HTML, CSS, React, Node.js, AWS, Git, Docker, Windows, macOS, Linux

## **Education**

---

**Metropolitan State University | Saint Paul**  
**Management Information Systems BS | 05/2028**

**Saint Paul College | Saint Paul**  
**Management Information Systems AS | 03/2026**

**Devmountain**  
**Fullstack Developer | 12/2022**

**Central High School | Saint Paul**  
**High School Diploma | 05/2020**

## **Certificates**

---

AWS Certified Cloud Practitioner – Foundational