

Mostafa Baroudy

Software Engineer

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Work Experience

Technical Support Specialist – *InnQuest* | Outsourced at *Flairstech* **Remote | Mar 2023 – Apr 2024**

Skills: **SQL** | MariaDB | Linux | Command Line | Virtual Machines | Ticketing System | Technical Documentation

- Streamlined software deployment and user support for RoomMaster, a leading property management system, by troubleshooting technical issues for 5,500+ USA-based properties.
- Enhanced user experience through effective problem resolution and documentation, around 35 documented tickets daily.
- Collaborated with cross-functional teams to create custom reporting solutions using MariaDB and MS SQL, adding an average 10 new custom reports daily to enhance data accessibility and enable informed decision-making for hotels.

Sales Admin – *Orascom* **Hybrid | Jul 2021 – Oct 2022**

Skills: CRM Analytics | Excel Commands | **Python** | Business operations | Business Writing

- Leveraged CRM database analytics to analyze data and generate more than 10 performance reports per week using Excel, driving data-informed sales strategies for the *Owest* compound project.
- Streamlined sales tracking procedures for documentation, by tracking 100+ leads per week, ensuring adherence to regulatory standards while improving overall operational efficiency.

Technical Support Specialist – *Vodafone Ireland* **Hybrid | Aug 2018 – Oct 2019**

Skills: Remote Support | Troubleshooting

- Provided comprehensive technical support for Vodafone Ireland customers by troubleshooting issues

Education

Academic Degrees

Bachelor of Science “BSc” in Computer Systems Engineering, *October University for Modern Sciences & Arts “MSA”* July 2021

BSc with Second Class Honours “2nd Division” in Computer Systems Engineering, *University of Greenwich*, after completing an approved Honours programme.

Graduation Project – Grade A

Skills: **Python** | **SQL** | Machine Learning Algorithm | AI Integration | IoT Sensors | C | C++ | **OOP**

Developed a predictive lighting maintenance system for smart cities, utilizing **Arduino** and **Python** to integrate **AI** with **IoT** sensors. This data-driven solution forecasts maintenance needs, enhances energy efficiency, and minimizes operational costs, demonstrating my capability to leverage cutting-edge technology for scalable urban applications.

Honors and Volunteering Activities

Member – *Bayet El Hayah*

Onsite | Oct 2017 – Present

Played a key role in the “*Falsafa bel Baladi*” initiative at Beyt El 7yah, aimed at bringing philosophy into everyday life by facilitating community-based discussions. Organized workshops, cultural events, and public forums, using philosophy to promote personal growth, analytical reasoning, and social engagement.

Director of Academics – *Astronomy Club*

Onsite | May 2018 – May 2019

Led the development of educational content and managed events as Director of Academics, ensuring members gained a comprehensive understanding of astrophysical concepts.

Intern – *BARQ Systems*

Onsite | Jun 2018 – Sep 2018

gained hands-on experience in computer networks, cloud computing, and local server troubleshooting