

# Mostafa Bendahud

Jersey City, NJ | benmostafa1010@gmail.com | 201-912-9598 | linkedin.com/in/bendahud

## SUMMARY

Technical Support Engineer with 5 years of experience in scripting, automation, and customer-facing IT support. Skilled in Python, JavaScript, and deploying tools on Linux-based systems using Raspberry Pi.

## EXPERIENCE

### Genius Admin

Apple Inc.

August 2021- Present

- Provide Level 1 IT support across 15–20 Apple devices daily, resolving hardware, software, and network issues with a 95% first-time fix rate, reducing downtime, and improving team efficiency.
- Support 20+ customer cases weekly, handling access management, authentication, and app-level debugging, driving a 90%+ satisfaction rate and faster triage across IT support workflows.
- Mentor 10+ junior technicians in diagnostics and system-level repair workflows, increasing consistency and reducing device processing time by 20%.
- Log and document 10–15 cases weekly with detailed root cause analysis and resolution steps, streamlining future triage and contributing to pattern recognition for recurring issues.

### Automation Engineer Intern

Apple Inc.

January 2023 – June 2023

- Analyzed logs and automated workflows to identify and resolve 800+ critical bugs, significantly improving system reliability.
- Collaborated cross-functionally with QA and development teams to triage 20+ high-priority issues per week, reducing regression rates by 90%.
- Developed automation tools using JavaScript and Python to streamline internal workflows, reducing manual debugging time by 40%.
- Integrated Slack-based tools and internal APIs to improve communication and coordination across engineering teams.

## EDUCATION

**Southern New Hampshire University** – B.S. in Information Technology, Software Development, GPA: 3.64

**Fairleigh Dickinson University** – Coursework in Computer Science/IT (2020–2023)

## TECHNICAL PROJECTS

- **Nextcloud Hosting:** Deployed and configured self-hosted Nextcloud on Raspberry Pi with Nginx; enabled secure file sync across 3+ devices and reduced reliance on cloud subscriptions.
- **Pi-hole Network Ad Blocking:** Installed and configured Pi-hole DNS sinkhole on Raspberry Pi, blocking ads and trackers for 10+ devices.
- **VPN & SSH Remote Access:** Set up a secure VPN and SSH gateway on Raspberry Pi to enable encrypted remote management of 3+ devices.

## SKILLS

Python · JavaScript · Automation · Log Analysis · Debugging · Internal Tool Development · API Integration · SSH · System Monitoring · Root Cause Analysis · Networking Basics · Remote Management · Workflow Automation · Cross-Team Collaboration · Technical Support