Mostafa Bendahud

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SUMMARY

Technical Support Engineer with 5+ years of experience in automation, data analysis, and system integration. Background includes teaching computer science and mentoring technical teams. Skilled in Python, JavaScript, and API integration with a proven ability to streamline workflows and translate complex systems into clear, actionable solutions.

EXPERIENCE

Genius Admin   August 2021- Present
Apple Inc.

- Provide Level 1 IT support for 15-20 devices daily with a 95% first-time fix rate.

- Handle 20+ weekly cases involving access management and debugging with a 90%+ satisfaction rate.

- Mentor 10+ junior technicians, reducing processing time by 20% through streamlined workflows.

- Document support cases for pattern recognition and root cause analysis.

Automation Engineer Intern   January 2023 – June 2023
Apple Inc.

- Improved system reliability by resolving 800+ critical bugs through log analysis and automation.

- Collaborated with QA and dev teams to triage 20+ urgent issues weekly, reducing regression rates by 90%.

- Built internal automation tools with Python and JavaScript, cutting manual debugging time by 40%.

- Enhanced cross-team coordination through Slack-based workflows and API integrations.

Director of Cybersecurity   October 2021 - January 2022
Blissful Us.

- Analyzed educational data patterns to optimize learning outcomes and identify performance improvement opportunities.

- Created standardized documentation systems for complex technical processes and compliance tracking.

- Facilitated knowledge transfer between technical and non-technical company stakeholders across multiple departments.

- Implemented data collection methodologies resulting in improved decision-making and measurable outcomes.

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)

CERTIFICATIONS

- **Foundations of Software Testing & Validation** — University of Leeds, 2025
- **Software Testing & Automation** — Univ. of Minnesota, 2025
- **Healthcare IT Support** — Johns Hopkins, 2025

TECHNICAL PROJECTS

- **MoBox – File Sharing App:** Made a web and iOS app for fast, code-based file sharing (up to 500MB) without user accounts. Built using Firebase and Capacitor, with features like drag-and-drop uploads, automatic file cleanup, and a hidden admin dashboard. Designed for simplicity and cost-free long-term deployment.

- **Card Manager – Secure Credit Card Manager:** Built a private, animated web app to store and manage personal credit card data securely. Implemented Firebase Auth for user login, Firestore for real-time storage, and brand-based card styling. Includes custom clipboard copy buttons, mobile responsiveness, and full CRUD operations.

SKILLS

Python · JavaScript · Automation · Log Analysis · Technical Support · Debugging · API Integration · Bash Scripting · Git · Workflow Optimization · Root Cause Analysis · Regression Analysis · Technical Documentation · Manual Testing · Test Case Design · Functional Testing · Bug Tracking · Firebase · QA · Software Testing