Mustafa Omer

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Personal Statement

I am an enthusiastic and solution-focused IT **Customer Support Executive** with over a year of hands-on experience in international software support and a growing portfolio in ICT systems management for a non-profit organization. My journey began at **Autorox**, a leading software company in India, where I supported a global customer base, helping users resolve technical issues and optimize their experience with the company's automotive SaaS solutions. This role sharpened my communication, troubleshooting, and product knowledge skills while teaching me the importance of customer empathy and quick thinking under pressure.

Currently, I serve remotely as an ICT Officer at **Trust Rehabilitation and Development Organization (TDO)**, a humanitarian non-profit, where I lead the planning, deployment, and support of digital tools that enhance our operations and outreach. This position has allowed me to strengthen my skills in systems management, user training, and technical documentation, while working in a multicultural, mission-driven environment.

I take pride in my ability to bridge the gap between users and technology—whether by offering timely support, creating user-friendly guides, or streamlining digital processes. My career goal is to continue growing in New Zealand's innovative IT landscape, contributing to a forward-thinking team where I can combine my technical knowledge and strong interpersonal skills to drive customer success and continuous improvement.

Education

Bachelor of Science (Mathematics, Electronics, Computer Science)
Osmania University, Hyderabad, India | Graduated: May 2023 | **CGPA: 7.94/10**

- Relevant Coursework: Data Structures, Web Development, Database Systems, Linear Algebra
- Final Year Project: College Website (Front-end development using HTML/CSS/JavaScript; GitHub Link)

High School Diploma
Sudan | Completed: 2018

Professional Experience

ICT Officer
Trust Rehabilitation and Development Organization (TDO) | Remote | Jan 2023 – Present

- Designed and deployed TDO's **official website**, improving accessibility for **10,000+ beneficiaries** in Sudan.
- Configured **domain hosting**, **SSL certificates**, and **organizational email accounts** (e.g., @tdo.org).
- Provide ongoing IT support to streamline workflows for **50+ staff** members.

International Customer Support Executive

Autorox (Smart Auto Systems) | Hyderabad, India | Jan 2024 – Dec 2024

- Resolved **2,500+** technical queries, achieving a **98%** customer satisfaction rate.
- Trained **300+** clients on SaaS platform usage, contributing to **$20K+** revenue.

Technical Projects

Personal Portfolio Website | **[GitHub](#) | [Live Demo](#)**
- Built with HTML/CSS/JavaScript; features responsive design and project showcases.

Data Analysis Tool with Django | GitHub

- Developed a Python/Django application to automate data visualization for financial insights.

College Website (Graduation Project) | GitHub

- Led front-end development for a university portal with dynamic content updates.

Skills

- **Programming**: Python, JavaScript, HTML/CSS, Django
- **Tools**: Git, GitHub, Freshdesk (CRM), Microsoft Office
- **Languages**: English (Professional Proficiency, Duolingo 105), Arabic (Native)

Certifications

- **IELTS** English Test | Overall Score: 6.0 | 2025
- **Duolingo** English Test (DET) | Overall Score: 105 | 2024

- **Python** Programming Certification | Naresh IT Institute | Dec 2021

Additional Information
- **Volunteering**: IT support for TDO's humanitarian programs in Sudan.
- **Interests**: Open-source projects, refugee-led tech initiatives, football.
- **Refugee Status**: UNHCR-recognized refugee (ID: [513-21C00141]).

Referees
Available upon request.