

# Mustafa Omer

📍 Hyderabad, India | 📞 +91 897831847 | ✉️ jabsa2020@gmail.com | 🔗 LinkedIn | 🌐 Portfolio | 📁 GitHub

## Professional Summary

Dedicated Computer Science graduate (CGPA 7.94) and UNHCR-recognized refugee with over 2 years of hands-on experience in full-stack web development, Python programming, and IT administration. Proven track record of delivering end-to-end technical solutions, including a fully functional college website and the deployment of domain/email infrastructure for a nonprofit organization. Adept in both frontend and backend technologies with a strong foundation in problem-solving, system integration, and user-focused design. Passionate about building scalable, impactful tech solutions—especially those that empower underserved and displaced communities.

## 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 2024 – 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

- Duolingo English Test (DET) | Overall Score: 105 | 2023
- Python Programming Certification | Naresh IT Institute | Dec 2021

### Additional Information

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