Mustafa Omer

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Professional Summary

Dedicated Computer Science graduate (CGPA 7.94) and UNHCR-recognized refugee with 2+ years of experience in web development, Python programming, and IT administration. Proven ability to deliver technical solutions (e.g., college website, TDO's domain/email infrastructure) while balancing humanitarian work in conflict zones. Seeking to leverage skills in a Master's program to advance sustainable tech solutions for refugee 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

Web & IT Systems Administrator

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.