

# SAYED HUSSEIN

## PROFESSIONAL SUMMARY

Experienced Senior Application Support Engineer and developer skilled in identifying and resolving computer software issues.

Uses collaboration and communication skills to work with departments to streamline applications.

Qualified Application Developer with expertise in developing and revising source codes.

Thrives independently or in a team setting. Solid track record of increasing client satisfaction.

## EXPERIENCE

### **SAAS SUPPORT ENGINEER** 02/2023 to Current **CypherLearning- USA**

- Respond to live customer questions related to using our products.
- Investigate various customer scenarios (bugs, incorrect configurations) to identify root causes to their challenges
- Escalate tickets to the Engineering team and provide details needed to reproduce the scenarios.
- Identify, record, and thoroughly document issues and bugs.
- Test and verify bug fixes before informing the client of resolution.
- Estimating, prioritizing, planning, and coordinating support activities.
- Collaborate with internal team members, onshore and offshore, to solve client problems
- Research on various tools and technologies.

### **DEVELOPER SUPPORT ENGINEER 2** 05/2021 to 01/2023 **DocuSign, USA**

- 1- Perform troubleshooting and development assistance to the DocuSign Developer Community.
- 2- Assist the customer with how-to questions, technical articles, and tutorials on some of the basic to intermediate level use cases of DocuSign APIs and SDKs.
- 3- Act as a Subject Matter Expert for Advanced DocuSign Features including APIs, SDKs, webhooks, PowerForms, Templates, Embedded signing, DocuSign For Salesforce and more.
- 4- Perform troubleshooting sessions with developers on API integrations and DocuSign connectors
- 5- Diagnose code samples from customers for advanced testing purposes to identify issues and document them completely before internal escalation

- 6- Act as a point of escalation for technical questions including internal and external department inquiries to facilitate the rapid deployment of customer applications
- 7- Perform a check of escalated issues found by internal team members before advancing through proper channels
- 8- Participate in DocuSign and StackOverflow.com forums to support the growth of self-help within the DocuSign Developer Community
- 9- Occasionally attend and represent DocuSign at developer events and activities such as webinars and developer conferences.

**SENIOR APPLICATION DEVELOPER & SUPPORT 09/2018 to 05/2021**

**American International School, Giza, Egypt, Egypt**

- 1- Maintain the current PowerSchool and PowerTeacher Pro environments, including user accounts and security groups/roles, and recommend improvements in processes and workflow according to PowerSchool best practices.
- 2- Plan and execute basic and advanced database functions as required/related to systems operations.
- 3- Maintain a test environment and plan, implement, coach, and train for new releases and program updates.
- 4- Create and maintain advanced reporting capabilities within PowerSchool.
- 5- Lead the research, analysis, requirements, design, testing, and implementation of new PowerSchool-related features, customizations, and add-on modules
- 6- Monitor ongoing operations and data integrity and assist with student data audits.
- 7- Assist with and/or develop and maintain campus and master scheduling timelines and related activities (course catalogs, sections, etc.) as needed.
- 8- Support data analysis, student assessments and grading, and accreditation reporting needs.
- 9- Work with other school staff to align PowerSchool and PowerTeacher Pro parameters (system configurations) to academic and other policies.
- 10- Maintain appropriate system documentation on procedures and configurations.
- 11- Participate in evaluating new software projects to determine impacts and configurations on the learning and instructional processes and workflows.
- 12- Design, develop, and test user portals, data integrations, and SSOs between PowerSchool and other related systems.

**SENIOR APPLICATION SUPPORT 03/2016 to 05/2018**

**System Middle East, Riyadh, Saudi Arabia**

- 1- Defines application problem by conferring with clients; and evaluating procedures and processes.
- 2- doing the implementation and training on the queue management system for some customers in Riyadh.
- 3- Contact vendors in different types of products to get information and arrange solutions or quotations.
- 4- Work with more than 6 POS systems, know all the software life cycles, and do the setup and training for more than 100 restaurants in UAE and KSA.
- 5- Develops solution by preparing and evaluating alternative workflow solutions.
- 6- Controls solution by establishing specifications; and coordinating production with programmers.
- 6- Following up with the customers if they have any problems in their systems and make troubleshooting to fix it.
- 7- Check the database and make some changes by using SQL Server.
- 8- Get the customer's requirements before starting the deal to provide him the best solution for his business after doing the analysis.
- 9- We are doing online support sometimes if the customer is out of the country.
- 10- Following up with developers to do some options or update something in their applications.

- 11- Validate results by testing programs.
- 12- Ensures operation by training client personnel; and providing support.
- 13- Provide reference by writing documentation.
- 14- Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks; participating in professional organizations.
- 15- Accomplishes information systems and organization mission by completing related results as needed.

#### **TECHNICAL SUPPORT & CUSTOMER CARE ENGINEER 08/2013 to 05/2016**

**System Middle East**, Cairo, Egypt

- 1- Supporting various trading applications and platforms used in the fixed-income department.
- 2- Solving problems around profit and loss breaks, data feeds, risk figures, and user rights.
- 3- Liaising between front office, product control, risk, and strategy to deliver two essential tools for post-trading data analysis.
- 4- Migration projects, parallel testing, and regression testing.
- 5- Resolving urgent and immediate requests by various users in a vibrant and demanding environment.
- 6- Teamwork, time management, communication, and problem-solving skills were significantly enhanced.
- 7- Exposure to the organizational structure of investment banks.
- 8- Further understanding of financial processes and terms that affect our economy.
- 9- Testing all using restaurant applications, retail shops, and hotels.

#### **CORE QUALIFICATIONS**

- |                          |                      |                        |
|--------------------------|----------------------|------------------------|
| • Software Development   | • python development | • Microsoft Office     |
| • Microsoft SQL Server   | • RESTful APIs       | • Azure                |
| • Warehouses             | • Training Centers   | • Banking              |
| • Q System for Hospitals | • flutter            | • jQuery               |
| • HTML                   | • C#                 | • Google Console Admin |
| • .Net                   | • JavaScript         | • Bootstrap            |
| • PowerSchool            | • MVC5               |                        |

#### **EDUCATION**

**El Minya University**, El Minya  
**Bachelor of Science**, Computer Science, 2011

**ITI**, Institute  
**Web Developer Web Development using C sharp**, May 2012  
SQL Server Asp.Net Ado.Net

ACHIEVEMENTS

<a href="https://www.credly.com/badges/7edfb33c-cfd2-44b8-a859-1eb25d78a845">https://www.credly.com/badges/7edfb33c-cfd2-44b8-a859-1eb25d78a845</a>	<a href="https://www.youracclaim.com/badges/520c5e15-b2ba-4b94-b5e7-43a7ee2ee59f/linked_in_profile">https://www.youracclaim.com/badges/520c5e15-b2ba-4b94-b5e7-43a7ee2ee59f/linked_in_profile</a>
<a href="https://www.credly.com/badges/c9415187-4d5d-40d8-8d38-922f80a763ea/public_url">https://www.credly.com/badges/c9415187-4d5d-40d8-8d38-922f80a763ea/public_url</a>	<a href="https://www.youracclaim.com/badges/49aa18bd-3fad-4af5-8c36-cea173bfcadc/linked_in_profile">https://www.youracclaim.com/badges/49aa18bd-3fad-4af5-8c36-cea173bfcadc/linked_in_profile</a>
<a href="https://confirm.udacity.com/KYHCJCQQ">https://confirm.udacity.com/KYHCJCQQ</a>	
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<a href="https://www.youracclaim.com/badges/5da48eea-2050-4a06-8018-72b5dfa093c3/linked_in_profile">https://www.youracclaim.com/badges/5da48eea-2050-4a06-8018-72b5dfa093c3/linked_in_profile</a>	<a href="https://www.youracclaim.com/badges/baac2fa3-0e76-4a5a-bacb-80353aaa3c93/linked_in_profile">https://www.youracclaim.com/badges/baac2fa3-0e76-4a5a-bacb-80353aaa3c93/linked_in_profile</a>

LANGUAGES

Arabic: Fluent.  
English: Advanced

CERTIFICATIONS

- **AWS Cloud Practioner** AWS · 2023
- **Full stack developer** Udacity · 2021
- **MCSD** Microsoft · 2019
- **ITI** Information Technology Institute · 2012
- **Web Developer** SMART · 2012
- **TOT** Orascom · 2010
- **ICDL** Unisco · 2010
- **C Sharp**Al Manara Academy · 2009

LANGUAGES

**Arabic:** First Language

**English:** C1

Advanced