Ali Ismail

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EDUCATION

University of Houston — **Houston, TX**
B.S. Computer Science - Minor in Cybersecurity — *Aug 2023 – May 2027*
- **GPA:** 3.8
- **Relevant Coursework:** Operating Systems, Compilers, Machine/Deep Learning, Databases, Networking, Computer Architecture, Algorithms and Data Structures, Computer Security, Full Stack Web Development

EXPERIENCE

DoseOfTravel Startup — **Houston, TX**
Founding Full-Stack Engineer — *Dec 2024 – Present*
- Led the build of the core web platform using **React**, **Node.js**, and **AWS**, improving page performance and reliability for over **15,000+** monthly active users.
- Architected a customer-360 data platform (**Postgres/Supabase + Stripe webhooks + Retool**) to unify leads, inquiries, bookings, payments, and post-trip feedback into a single source of truth with row-level security.
- Built an AI-powered trip recommendation engine using internal trip data and LLM APIs to automate first-line customer responses and routing, reducing manual screening and support workload.
- Improved application performance by **20%** by optimizing **DynamoDB** query strategies and backend API logic.
- Collaborate directly with founders on technical roadmap, infrastructure, and data strategy as the primary engineering owner for the product.

University at Albany — **Albany, NY**
IT Support Specialist — *Sept 2023 – May 2024*
- Provided daily IT support for **200+** students and faculty, resolving over 20 technical tickets per day related to Windows OS, hardware, and software issues.
- Managed user lifecycle in **Microsoft Active Directory,** including account creation, device configuration, and onboarding.
- Troubleshot and resolved basic network connectivity issues, including Wi-Fi and VPN setups, ensuring reliable access to company resources for all end-users.

PROJECTS

Operations Platform | Supabase, Postgres, Retool, Stripe, Node.js
- Designed event schema for leads, inquiries, bookings, payments, and NPS/CSAT to support churn, LTV, and repeat-booking analysis.
- Integrated Stripe webhooks and internal APIs to keep financial + booking data in sync in real time.
- Built Retool admin views for non-technical staff to search travelers, manage trips, and review payment status without direct database access.

AI - Powered Travel Chatbot | AWS, Terraform, RAG, Python, OpenSearch
- Developed an AI travel chatbot using an RAG model to provide users with instant, personalized trip recommendations and answer complex travel questions.
- Engineered the end-to-end serverless architecture (Lambda, S3, OpenSearch) with Terraform, creating a CI/CD pipeline for repeatable deployments and real-time data ingestion.

Dynamic AWS Honeypot Network for Threat Intelligence | AWS, Terraform, Python, ELK Stack
- Deployed a scalable AWS honeypot network with Terraform to capture and analyze cyberattacks on decoy SSH and RDP services in real-time.
- Built Kibana dashboards to visualize log data from the honeypot, identifying key attack vectors, common payloads, and attacker IP reputations.

Secure AWS Landing Zone | Terraform, AWS Organizations, IAM, Security Hub
- Automated the setup of a secure, multi-account AWS environment using Terraform to enforce security compliance and centralize threat detection from day one.
- Established core cloud infrastructure, including account structure with AWS Organizations, centralized logging, and VPC network segmentation.
- Enforced security guardrails using Service Control Policies and integrated AWS Security Hub and GuardDuty for centralized threat detection and compliance monitoring.

SKILLS

Programming Languages: C++, Java, Python, JavaScript, SQL, TypeScript
Technologies: AWS (Lambda, S3, EC2, VPC, IAM, API Gateway, Security Hub, CodePipeline), Terraform, Docker, CI/CD, React, Node.js
Developer Tools: Git, Linux, REST APIs, JSON, Postman
Certifications: Security+, ISC2 CC, AWS Cloud Practitioner, Google Cybersecurity