HUSSAIN MAHKAREEM

Assistant Manager – Platform Management | Master's in CIS | Software Engineer | Assistive Technology & Accessibility | Lecturer at PAAET | Agile Certified

📞 +965 66080892   @ h.mahkareem@gmail.com   📍 Kuwait   🏳 Kuwaiti

CERTIFICATIONS

Leadership Across Boundaries: Creating Connections, Inspiring Change

GUST Executive Education

Google IT Support Professional Certificate

Google

Digital Transformation with Google Cloud

Google

Agile Expert Certificate of Proficiency

ICAgile

Mobile User Experience (UX) Design

IxDF - Interaction Design Foundation

Human-Computer Interaction - HCI

IxDF - Interaction Design Foundation

SKILLS

Backend & Server Technologies: WebLogic, Windows Server, Red Hat Linux, Oracle Applications, Internet Information Services, Apache, NGINX

Security & Maintenance: Security Patch Management, System Monitoring, Network Security, Data Privacy Compliance

Technical Support & Infrastructure: IT Support, Helpdesk Operations, Troubleshooting, System Upgrades, Vendor Coordination,

Project & Process Management: Project Management, Agile & Scrum, Software Project Management, Project Planning, Jira, Confluence

Web & Software Development: Web Design, Web Development, Full SDLC Understanding, API Integration

VOLUNTEERING

Covid-19 Volunteer

MINISTRY OF INTERIOR (MOI)

03/2020 - 05/2020

Worked in finding the strategy to produce curfew permits as fast as possible and keep producing them.

SUMMARY

Results-driven Assistant Manager - Platform & Automation with a strong background in software engineering, enterprise IT systems, and inclusive digital design. Holds a Master's in Computing Information Systems from Kuwait University, with academic and applied work focused on assistive technology for individuals with learning disabilities. Brings hands-on experience supporting mission-critical banking platforms, automation initiatives, and cross-functional system delivery, with an emphasis on reliability, accessibility, and user-centered design aligned with international accessibility standards and Arabic-localized environments. Also serves as a part-time lecturer at PAAET, delivering applied instruction in Server Operating Systems and enterprise IT concepts.

EDUCATION

Master's in Computing Information Systems (CIS)   10/2021 - 12/2025

Kuwait University   Kuwait City, Kuwait

Bachelor's degree in Software Engineering   08/2013 - 05/2018

Rochester Institute of Technology   New York, USA

EXPERIENCE

Assistant Manager - Platform Management   06/2025 - Present

Kuwait International Bank - IT   Kuwait City, Kuwait

Tasks
- Oversee daily support for core banking and digital applications, ensuring system stability and quick resolution of incidents.
- Coordinate with vendors and internal teams to manage Platforms.
- Lead root cause analysis and improvements to reduce recurring issues.
- Support new system rollouts and changes, ensuring smooth transitions and minimal business disruption.
- Prepare performance reports and ensure compliance with ITIL practices and banking standards.

Part-Time Lecturer   09/2025 - Present

The Public Authority for Applied Education and Training   Kuwait City, Kuwait

Higher Institute for Communications and Navigation
Course: Server Operating Systems
- Delivered theoretical and hands-on instruction in Windows Server 2019, virtualization, file systems, and networking fundamentals, supported by practical lab exercises simulating real-world IT environments. Guided students in troubleshooting and server security best practices while aligning course content with current industry technologies and certifications.

Channel and Support Engineer   04/2023 - 05/2025

Kuwait International Bank - IT   Kuwait City, Kuwait

UX/UI Designer   04/2021 - 03/2023

Kuwait International Bank - Digtal Banking   Kuwait City, Kuwait

UX/UI Designer - IT   09/2020 - 04/2021

Warba Bank   Kuwait City, Kuwait

Frontend Software Developer - IT   05/2019 - 09/2020

Warba Bank   Kuwait City, Kuwait

Web Developer - IT   11/2018 - 05/2019

Adailiya Cooperative Society   Kuwait City, Kuwait