Abuja, Nigeria
idrismusa4.github.io/dev-idris-portfolio/

M U S A   I D R I S   S H A A B A

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WORK EXPERIENCE

Nigerian Communications Commission | Abuja,Nigeria
User Support, Intern | July 2023 – September 2023

- Addressed 100+ user queries weekly, enhancing customer satisfaction by resolving issues promptly.
- Utilized advanced troubleshooting techniques to resolve complex user issues, increasing resolution efficiency by 40%.
- Analyzed 200+ user feedback entries, leading to 5 major service improvements adopted by the team.
- Developed a support ticket system that reduced issue resolution time by 25%, managing over 500 tickets monthly.

Galaxy Backbone | Abuja Nigeria
Field Network Engineer Intern | July 2022 – September 2022

- Simulated networking scenarios using Huawei eNSP, gaining hands-on experience in network design and troubleshooting.
- Identified and resolved network faults, ensuring smooth operation of network infrastructure.
- Acquired in-depth knowledge of network protocols, routing/switching, and network security principles.
- Demonstrated ability to implement and troubleshoot complex networking systems through practical assignments.

WithMe Inc. | Redwood, CA(Remote)
Beta Tester | July 2022 - September2022

- Tested and explored app's social and gaming features, providing feedback to improve functionality.
- Customized unique look and connected with friends, evaluating user experience elements.
- Experimented with creative features like drawing boards to assess intuitiveness and appeal.
- Identified and reported bugs/issues encountered during optimal environment usage.
- Contributed insights to enhance app's usability and overall user experience.

EDUCATION

Abuja, Nigeria | **Nile University of Nigeria** | **Nov. 2020 – Oct. 2024**

- B.Sc. in Software Engineering, Ongoing.
- Undergraduate Coursework: Operating Systems; Databases; Data Structures and Algorithms; Comp. Architecture; System Analysis and Design; Software Engineering Process; Data Communications and Networking; Software Testing and Quality Assurance; Web Application Development; Object-Oriented Analysis and Design; Engineering Mobile Applications; Discrete Structures; Software Architecture and Design; Software Reverse Engineering; Human-Computer Interaction; Software Configuration and Maintenance; Software Project Management; Software Engineering Security.

TECHNICAL EXPERIENCE

Projects

- **StudyBug** (2023, Ongoing). An interactive online learning platform for focused study sessions and custom AI based learning. Django, Tailwind, HTMX (studybug.me)
- **Oneshop Rental Service** (2022). a platform for browsing, renting, and reviewing a vast selection of products and equipment, featuring user-friendly payment options and efficient owner communication. React Native
- **Abstergo Healthcare System** (2021). HealthCare Management System with functionalities for appointment bookings and health data management using HTML, CSS, and JavaScript.

TECHNICAL SKILLS

Programming: C; Java; HTML; CSS(Tailwind); JavaScript; MySQL; Python; Django; SASS
Software: Visual Studio Code; Figma; Cisco Packet Tracer.
Operating Systems: Windows, Linux.

LEADERSHIP EXPERIENCE

Nile Startup Campus   **Nile University of Nigeria**   Abuja, Nigeria
Chief Executive Officer (CEO)   August 2023 – Present

- Spearheaded strategic direction and growth for the university's entrepreneurship hub, significantly enhancing startup success rates.
- Initiated and oversaw a Design Sprint, facilitating rapid prototyping and user feedback integration for early-stage startups.
- Hosted an "Ideation to Implementation" bootcamp, providing comprehensive guidance on turning ideas into viable business models.
- Conducted a Prototyping Bootcamp, focusing on hands-on learning in product development and design thinking methodologies.
- Organized a Women Business Summit, promoting female entrepreneurship and fostering a supportive network for women in business.

Google Developers Student Clubs   **Nile University of Nigeria Chapter**   Abuja Nigeria
Design Lead   August 2023 – Present

- Led UI/UX design projects and creative direction, significantly increasing club membership and engagement by 30%.
- Organized impactful design workshops, enhancing the club's visibility and cross-functional collaboration within the tech community.

EXTRACURRICULAR AND CERTIFICATIONS

Electronic Arts Software Engineering virtual experience program on Forage   Abuja, Nigeria
Software Engineer   March 2024

- Proposed a new feature for the Sims 4 and wrote a Feature Proposal describing it to other stakeholders.
- Built a class diagram and created a header file in C++ with class definitions for each object.
- Patched a bugfix and optimized the Sims 4 codebase by implementing an improved data structure.