

# Shady Mansour

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## Objective

Motivated final-year Software Engineering student (Graduating 2025) with hands-on experience in technical support, full-stack development, API integration, SQL databases, and cloud technologies. Seeking a Technical Support Engineer or Junior Developer role to contribute and grow professionally.

## Education

B.Sc. in Software Engineering

Ort Braude College of Engineering, Karmiel | Expected 2025

Relevant Coursework: Software Architecture, Networking, Web Development, Machine Learning, Cloud Computing, Data Structures, Algorithms, Operating Systems, Cybersecurity, Database Systems.

## Technical Skills

Programming Languages: Python, Java, Go, JavaScript, C#, SQL

Frontend: React.js, Flutter, Tailwind CSS

Backend: Flask, Node.js (basic), REST APIs

Databases: PostgreSQL, MySQL

Cloud & Tools: Firebase Authentication, Google Cloud (GCP basics), Docker, Git, Jenkins, Postman

Systems & Networking: TCP/IP, Ubuntu, CentOS, Windows

## Professional Experience

Technical Support Specialist

Partner Communications | 2018-2020

- Provided frontline technical support for mobile, internet, and TV services.
- Diagnosed and resolved technical issues using remote access tools.
- Worked with backend teams to troubleshoot SQL and system issues.
- Helped train and mentor new technical support staff.

## Key Projects

Parking App - Smart Parking Management System

- Backend: Flask & PostgreSQL, Frontend: Flutter.
- Real-time reservation system integrated with Firebase Authentication.

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RashaWeb - Revit and Interior Design Learning Platform

- Web app built with React and Tailwind CSS.
- Google Sheets and EmailJS API integration for dynamic data management.

Go Nature - Park Management System

- Java-based client-server system with Peer-to-Peer networking.
- Focused on scalable and real-time system design.

## Languages

Arabic: Native

Hebrew: Fluent

English: Fluent

## Additional Information

Excellent communication skills and customer service experience.

Fast learner, motivated, and passionate about software technologies.