

# Youssef Saleh

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Driven by a strong passion for computer science and software engineering, I bring a solid foundation in developing modular, reusable software components that enhance maintainability and scalability. With hands-on experience in Linux environments for deploying web applications and databases, I offer a unique blend of technical skills.

## EDUCATION

Bachelor's degree in management information systems

Faculty of Commerce & Business Administration, English section, Helwan University, 2021 - 2024.

## EXPERIENCE

- English Customer Service Representative | Concentrix  
Fulltime | Smart Village | Feb 2025 - Present

Assisted U.S.-based customers with account inquiries, technical support, and service issues.  
Handled billing questions, service upgrades, and troubleshooting.

- AI Trainer | Outlier AI  
Contract | Remote | Nov 2024 - Present

Crafting and answering questions related to computer science to help train AI models.  
Evaluating and rewriting code generated by AI models.

- PL/SQL Developer | Wadi Group  
Internship | Capital Business Park | July 2024 - September 2024

Developed and optimized stored procedures, functions, and queries for enterprise database systems.  
Deployed a production-ready MS SQL instance on a Linux server running on Azure.

- Backend Developer | SOfCO LLC  
Internship | The GrEEK Campus | July 2023 - September 2023

Developed RESTful APIs using ASP.NET Core with ADO.NET.  
Deployed an ASP.NET Core API on a Linux server running on Azure.

## SKILLS

Programming Languages: C# .NET | Python

Frameworks & Libraries: ASP.NET Core | Selenium WebDriver

Web Development: HTML | CSS | JavaScript

Database Management Systems: SQL Server | MongoDB

Operating Systems: Linux | Bash | PowerShell

Software Engineering Concepts: Object-Oriented programming | SOLID Principles | Design Patterns

Computer Science Fundamentals: Data Structures | Algorithms | Complexity Analysis | Virtualization | Containerization

System Design: Load Balancing | Caching | Horizontal & Vertical Scaling

Version Control: Git | GitHub