

Imam Mahmoud

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Education

Drexel University

Bachelor of Science in Computer Engineering, Minor in HCI

Philadelphia, PA

Graduation: June 2025

Skills

Languages: Python, C/C++, SQL, Bash

Tools: Gitlab CI/CD; OctopusDeploy; TeamCity; Perforce; Ansible; Kubernetes; Docker; Conda
Elastic (ELK); MSSQL; SQLite; MongoDB; Tidal Automation; Grafana; Prometheus; Nagios
Jira/Jira Service Desk; Confluence; Zendesk

Experience

Susquehanna International Group

Software Developer and DevOps Engineer (SRE)

Bala Cynwyd, PA

Sept 2022 to Mar 2023

- Diagnose, engineer, & deploy solutions to software issues and requests for a range of apps using Python, SQL, & Bash
- Develop new deployment standards—utilizing Gitlab CI/CD, Kubernetes, Docker, Conda, & OctopusDeploy—for a range of apps spanning servers across three continents
- Provide operational support for 30+ apps managing support requests, system maintenance, software deployments, & incident response, as part of the production lead rotation
- Support Elasticsearch cluster infrastructure by monitoring cluster health, deploying/patching nodes, & creating solutions for internal customers using Ansible, Kibana, & Logstash
- Develop dashboards and reporting tools to track app performance and business-critical incidents using Grafana

The Wharton School

Computing Support Specialist

Philadelphia, PA

Sept 2021 to Mar 2022

- Diagnose and remedy hardware and software issues on Windows, macOS, & Linux devices
- Operate within Wharton systems (e.g., Active Directory, Google Admin console, and Pharos) to troubleshoot and resolve software issues reported via Zendesk

Drexel Engineering Design Project

Team Leader/Representative

Philadelphia, PA

Spring 2021

- Co-designed, prototyped, & built an Arduino-powered doorbell for dorm residents
- Wrote multiple progress reports and assessments, scripted and filmed ad trailer
- Managed team members and assigned roles according to individual skills

Multimedia Freelancer (Contract)

Photographer, Videographer, Graphic Designer & Editor

Philadelphia, PA

2018 to Present

- Professionally edit and direct multiple projects from treatment and staging to postproduction and promotion including documentaries, advertisements, webpages & logos; customers include Drexel University College of Engineering and UNHCR The UN Refugee Agency
- Tailored and completed multiple projects to customers' needs garnering several hundred thousand views internationally; work featured on WHY

Relevant Coursework

Advanced Prog. Tools & Techniques

Advanced Programming for Engineers

Programming for Engineers II

Data Structures & Algorithms

Intro. Engineering Design & Data Analysis

Digital Logic Design

Activities

Member, Liberty Scholars (5-year Full Tuition Scholarship),

2020 – Present

Member, National Society of Black Engineers,

2020 – Present

Officer, Drexel Esports,

2020 – Present

Captain and Player Drexel Esports Three-Time National Champion CS:GO Team,

2020 – Present

Co-Captain and Electrical/Programming Lead First Robotics Competition Teams 3929/4454,

2018 – 2020

Volunteer GED Tutor, School District of Philadelphia

2016 – 2019