Imam Mahmoud

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**Education**

**Drexel University**  **Philadelphia, PA**

*Bachelor of Science in Computer Engineering, Minor in HCI* 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 Bala Cynwyd, PA

*Software Developer and DevOps Engineer (SRE)* 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 Philadelphia, PA

*Computing Support Specialist* 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 Philadelphia, PA

*Team Leader/Representative* 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)*** **Philadelphia, PA**

*Photographer, Videographer, Graphic Designer & Editor* 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 WHYY

# Relevant Coursework

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| --- | --- | --- |
| 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