

Mahmoud Ezzat Moustafa

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Profile

I am versed in a range of AI and machine learning techniques, including natural language processing, computer vision, and predictive modeling. No matter the complexity of your project, I am confident in my ability to deliver high-quality results to meet Big Companies and your unique needs. In addition to my technical expertise, I am a strong communicator and collaborator. I understand the importance of effective teamwork and strive to foster a collaborative environment where ideas can flourish. I value open and transparent communication, ensuring that all stakeholders are kept informed and involved throughout the project. Furthermore, I am dedicated to staying at the forefront of new developments. To expand my knowledge and skills I actively participate in conferences, workshops, and online courses. This commitment to ongoing education allows me to bring fresh perspectives and innovative ideas to every project I undertake. You can expect a dedicated and reliable Teammate when you choose to work with me.

Education

Modern Academy, BS in Computer Science

Aug 2016 – May 2021

Coursework: Computer Architecture, Artificial Intelligence, Algorithms, Data Structures, Computational Theory, Networks, System Design, Micro Services, Programming

Courses Projects:

floppy Bird app game using java

POS Desktop App using C#, MySQL

- **Graduation Project:**

Grad: Excellent

Description: An Detecting the Deaf & Dump Sign Language Into Recognizable Text using AI, Image Processing, Media Pipe Google SDK, Open-CV Camera Captures

- Specializations: AI Development, Backend Development

Experience

Technical support, SmartPan (FODO Apps) – Cairo, EG

Aug 2023 – Sept 2024

Communicate with Clients using the CRM system and Chat channels. Answer customer inquiries as customer service, improving customer experience.

Provide Technical Support to Clients To Solve their Issues In time.

- Implement a POS system, improving Customer Satisfaction. Contributed to solving system issues.
- Provide app updates to the client device according to the version changes and customer needs.
- Provide changes in Customer Management Data as Customer Need That Meets Customer Subscriptions Plan.
- Skills: SQL, Technical Support, Customer Service, Transaction computations, Data transfer

Delivery, Service Engineer, Intern, Huawei – Cairo, EG

Sept 2022 – Dec 2022

Coordinated and executed a variety of projects, with a large scale of Corporate Technologies.

Project Delivery, Support Programs installations.

- Providing Storage technical training With Huawei partners and Clients.
- Hands on Huawei Idea Hub Screen Board Configuration and ops Installation For Smart Offices.
- Hands on Huawei surveillance software (HoloSens IVS) and its configuration.
- skills: Backup Solutions, Storage, Technical Support, Networking, Quality Assurance

Projects

Multi Usage Chatbot

- Developed and Designed an AI Chatbot with Multi tenet architecture synchronized with leading chat apps Channels to answer Users inquiries and provide a feedback server
- Tools Used: Python, Rasa (open source), Web-Hook, Docker

Property Website Data Scrap

- Developed an app to scrap a well known Website's Listed Properties at one file with matching the data with sql transactions of ingested data on website to save the property that has an history of selling or rented at every displayed property
- Tools Used: Python, Django, SQL, Excel, Pandas, Selenium

Content Driven Website Builder

- Developed and Designed a CMS website for Display a Business Content and enhanced Forms with dynamic Designs and Content Changes via Admin Panel that have a Capabilities to Make a Permissions for a user that can edit and with more features.
- Tools used: Python, Django, SQL, HTML, CSS, JS, Wagtail

API Gateway with A database transactions

- Developed and Designed an APIs Gateway with Multi-Server and End-Points with tracking and logging on a dashboard
- Tools Used: Python, Django, Ninja, SQL/ORM, HTML, CSS, JS, Fast-API (Ninja Framework)

Additional Experience And Awards

Freelancer: Created some Projects as a Freelancer.

Second Prize, ML Engineer: Awarded 2nd prize for a Chatbot app Project out of 5 hundreds of entries at Hackathon from lablab

Personal

Languages: Arabic, English

Skills: Project Management, Presentation, Fast Learner, Adaptability, Customer Service, Customer Requirements

Courses

Online & Self Learning:

Databases (Mysql, MSSQL)

Deployment tools

Web Development (Django)

Micro-Services (CELERY, APIs, Redis)

Cloud Computing (AWS EC2)

National Telecommunication Institute:

Scholarship course

(CCNA - Voice Over IP - Big-Data)

Mckinsey:

Forward Tracks

(Business Development - Workflow Operations - Problem Solving - Planing - Communication Skills)

Sprints:

Data Engineering Master Class

(SQL QUERY - Data Modeling - Data Warehouse - Data Scrapping - Cloud Computing - Data Analysis - ML Algorithms)

ALX Ventures:

Founder Academy Completion

(Business Development - Budget Planing - Market Research)