

# Mahmoud Ibrahim

☎ 267-738-5464 | ✉ mahmoud.ibrahim@temple.edu | in linkedin.com/in/mahmoud-ibr

## EDUCATION

---

### Temple University, Fox School of Business

*Bachelors of Business Administration*

Major: Management Information Systems | GPA: 3.63

**Relevant Coursework:** Data Analytics, Cloud Computing, Web Service Programming  
Special Topics (Python), Web Application Development, Business Statistical Analysis

Graduation: May 2024

*Philadelphia, PA*

## EXPERIENCE

---

### Infrastructure Analyst

*BD (F200) | EDGE Intern*

- Researched possible data classification security features to protect all documents and emails
- Configured Microsoft Compliance Portal settings in correspondence with company data policy which would impact 80,000 employees in production phase
- Led 5 presentations training 800+ employee pilot users on how to use the new security capabilities
- Coordinated all outgoing and incoming pilot communications in a timely manner ensuring pilot users were notified of updates and their comments/concerns were responded to
- Recorded training materials which are still in use for future pilots and communications

Jun. 2023 – Aug. 2023

*Franklin Lakes, NJ*

### Information Technology Assistant (ITA)

*MIS Department | Temple University*

- Assisted students with their applications as they coded with JavaScript, HTML, & CSS
- Held weekly office hours providing students with comprehensive support
- Hosted exam review sessions every exam for all classes (200+ students)
- Evaluated & provided feedback on student submissions)

Aug. 2022 – Jan. 2023

*Philadelphia, PA*

### Technology Solutions & Support Specialist

*SEI Investments | Summer Intern*

- Diagnosed technical issues for internal employees submitting requests through ServiceNow
- Documented in-depth analyses of excel macros from various investment teams
- Debugged & updated VBA code to work with google chrome using Selenium Basic
- Led case study research project and final presentation of my team of interns

Jun. 2022 – Aug. 2022

*Oaks, PA*

### Front End Operations Supervisor

*Cousins Supermarket*

- Supervised and provided ongoing training for 30+ employees at Cousins' largest location
- Resolved customer complaints providing excellent customer satisfaction
- Allocated resources and created daily financial reports for senior management
- Managed daily inventory and created merchandise displays promoting store specials

Jan. 2016 – Jan. 2023

*Philadelphia, PA*

## PROJECTS

---

### Triviago Quiz App (Junior Design) | *JavaScript, HTML, CSS, AWS Lambda, MySQL*

Jan. 2023 – May. 2023

- An application where users can create, manage, and take quizzes
- Created MySQL Database table structure storing various data types including JSON
- Coded front and back end using HTML, CSS, JavaScript uploading these files to AWS S3 bucket so that users can access app via browser
- Created RESTful API in AWS Lambda which handles all requests and is linked to MySQL Database
- Called third-party API which creates a graph of past quiz performance history for each user

## TECHNICAL SKILLS

---

**Programming Languages:** JavaScript, HTML, CSS, VBA

**Database Management::** SQL, MongoDB, Python

**Frameworks & Libraries:** jQuery, Bootstrap, Matplotlib

**AWS Cloud Services:** Lambda, API Gateway, S3, EC2 Virtual Machine, Virtual Private Cloud), RESTful APIs

**Other:** Microsoft Office (Excel, Word, PowerPoint), Microsoft Compliance Portal, Salesforce