Yousef Ismaeil

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Management Information Systems   Graduation: Spring 2025
Major: Management Information Systems
Selected Courses: Web Application Development, Data & Analytics, Quantitative Methods for Business II

ACTIVITIES

Director of Operations, Entrepreneurial Student Association   August 2022 – Present
Member, Association for Management Information Systems   September 2021 – Present

EXPERIENCE

ZEPHYR MONITORS LLC, Fremont, California

Customer Support Specialist   October 2019 – March 2020
- Provided technical support to business owners in a variety of cloud monitoring services which served thousands of customers across North America and Europe.
- Established efficient channels of communication and offered real-time support to clients.
- Prepared client support channels for scale by developing automated systems and standard support protocols.

Customer Support Supervisor   March 2020 – July 2020
- Recruited, trained, and managed a client support team which provided customer support for over 100 high value clients in a variety of cloud monitoring services.
- Assisted in the establishment of a new support channel for a newly acquired company.
- Oversaw customer support channels during a period of rapid growth and effectively scaled operations by a factor of 10 without compromising quality.

Chief Operating Officer   July 2020 – Present
- Oversaw daily operations across six branches of the company, offering a multitude of software services to thousands of business owners and hundreds of thousands of consumers.
- Recruited, trained, and managed a team of over twenty employees and contractors including directors, developers, database administrators, customer support specialists, and more.
- Organized and managed over twenty successful development projects including web development, backend development, application development, and cybersecurity.
- Negotiated two new company acquisitions and successfully migrated teams and customers.
- Developed a variety of administrative tools in Node JS that automate and simplify complex customer onboarding processes.

SKILLS

Project Management: Advanced Proficiency in Scrum, Agile, Jira, Linear, and various project management softwares
Software: Datadog, Google Cloud, Amazon Web Services, Stripe, Github
Development: Javascript, SQL, JSON, PHP, HTML, CSS