

Yousef Ismaeil

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EDUCATION

Temple University – Fox School of Business, Philadelphia, PA
Bachelor of Business Administration – May 2025
Major: Management Information Systems

TECHNICAL SKILLS

Software Development: Python, Node.js, PowerShell
Web Development: JavaScript, HTML, jQuery, CSS
Database Management: MongoDB, SQL, MySQL, JSON
Project Management: Scrum, Agile, Jira, Linear, Trello

EXPERIENCE

SwiftSole Development LLC, Remote June 2024 – Current
Project Manager

- Managed daily operations for a startup sneaker news iOS app with \$7,000 MRR, overseeing standard operating procedure creation and virtual assistant performance, which significantly reduced labor costs
- Developed a product-market fit strategy, enhancing the app's adaptability to market conditions
- Led customer success initiatives by conducting and analyzing feedback forms, improving user retention and satisfaction through data-driven insights

Zephyr Monitors LLC, Remote July 2020 – January 2024
Chief Operating Officer

- Managed daily operations during rapid growth, driving the business to over \$1 million in annual recurring revenue for a SaaS startup specializing in e-commerce inventory monitoring
- Scaled and led a 10-member team of employees and contractors, including developers, database administrators, and customer support specialists
- Led development projects across web, backend, and application development, utilized Agile methodologies to ensure timely and efficient delivery

Customer Support Administrator October 2019 – July 2020

- Hired and trained a team of 3 support members to scale customer support operations during a period of significant growth without compromising customer satisfaction
- Developed a variety of administrative tools in Node.js that automate and simplify complex customer onboarding processes, resulting in hundreds of hours saved

Alpyne IO LLC, Remote March 2018 – January 2024
Co-Founder

- Co-founded and scaled a sneaker enthusiast and reseller network, growing to over 1,000 active members and generating \$5,000+ in monthly recurring revenue
- Developed automated web scraping and data aggregation systems in Node.js and Python, providing members with real-time insider sneaker news
- Oversaw daily operations for a team of 6 contractors, implementing standard operating procedures to optimize customer success and efficiency

Cencora, Conshohocken, Pennsylvania June 2023 – August 2023
Information Security Intern

- Standardized privileged access management for over 45,000 employees at a Fortune 10 drug wholesaler, ensuring compliance and security best practices
- Audited SaaS platform usage across the entire organization to identify opportunities for enterprise-level integrations, driving cost reduction initiatives
- Designed and implemented an automated system using a PowerShell script and Excel to audit Active Directory role groups, ensure compliance, and save the company hundreds of hours in future audits

EXTRACURRICULAR EXPERIENCE

Director of Operations, Temple University Entrepreneurial Student Association August 2022 – January 2024
Member, Association for Management Information Systems September 2021 – January 2024
Temple University Study Abroad, Rome January 2024 – April 2024