

ISLAM ELSAYED

Brooklyn, NY | 646.238.6881 | islamelsayed02@gmail.com | [Portfolio](#) | [LinkedIn](#) | [GitHub](#)

EDUCATION

Brooklyn College, CUNY — B.S. Computer Science

December 2025

WORK EXPERIENCE

IT Specialist | NYC Dept of Education (PS 97) | Brooklyn, NY

Sep 2025 to Present

- Manage a fleet of over 1,000 endpoints across Windows, iPadOS, ChromeOS, and macOS using Microsoft Intune and Google Workspace Admin, supporting 150+ staff and 900+ students.
- Safeguard \$3M+ in technology assets by maintaining a full device inventory with end of life tracking and certified disposal.
- Streamline device deployment by provisioning and reimaging endpoints through Microsoft Intune Autopilot and managing the full user lifecycle in Google Workspace Admin and Microsoft 365, covering account creation, group management, and app provisioning.
- Reduce network downtime by diagnosing and resolving connectivity issues across 80+ wireless access points, using monitoring dashboards alongside hands on cable tracing and switch port patching.
- Investigate account, browser, authentication, application, and network incidents by reproducing reported issues, isolating root causes, implementing resolutions, and documenting solutions for recurring problems.
- Cut manual reporting work by automating device inventory tracking and reporting with Google Apps Script.

DOE Tech Support | RF CUNY (Brooklyn Theatre Arts) | Brooklyn, NY

Oct 2024 to Jun 2025

- Sustained 95%+ first contact resolution for 250+ users while managing \$200K+ in technology assets across 30+ classrooms.
- Cut manual reporting time by 30% by automating inventory and reporting workflows with Google Apps Script.

Computer Instructor (Part Time) | NIA (PS 186) | Brooklyn, NY

Jan 2023 to Present

- Teach computer fundamentals and coding to 400+ students ages 6 to 11, designing and delivering a Scratch and foundational computer science curriculum over three years.
- Minimize classroom downtime by troubleshooting 40+ devices including smartboards, computers, and projectors, while managing \$10K+ in IT equipment.

PROJECTS

[Home Lab Infrastructure](#) — Proxmox VE, Rocky Linux, Docker, Tailscale, Python, Netdata

- Run a Proxmox VE hypervisor on a Dell OptiPlex 7060 Micro hosting a Rocky Linux VM, a Home Assistant OS VM, and a Docker host VM, using snapshots for safe rollback and rebuild.
- Built MiniDash, a monitoring dashboard backed by a custom Python security event collector, with Netdata, Uptime Kuma, and healthchecks.io for real time telemetry and dead man switch alerting to Telegram.
- Segmented the Mac Mini server and the Proxmox lab across VLANs on a managed switch, with a Tailscale VPN providing zero exposed port access to both.
- Maintain a Rocky Linux VM as a hands on Red Hat Certified System Administrator study environment, covering users and permissions, systemd services, storage, and firewall configuration.

[Talvext](#) — Next.js, TypeScript, Supabase, PostgreSQL, Docker, GitHub Actions

- Built a multi tenant IT operations platform for uptime monitoring, incident management, and ticketing, with tenant data isolated at the database layer through row level security.
- Engineered the CI/CD pipeline in GitHub Actions running typecheck, lint, tests, and gitleaks secret scanning on every pull request.
- Wrote a tenant isolation test suite that runs against an ephemeral Supabase stack in Docker, proving separation on every build, with migrations replayed from zero on each CI run.
- Implemented authentication and organization based access with Clerk, plus real time uptime monitoring, incident to ticket handoff, and client facing status pages.

[Agentic Trading Assistant](#) — Python, MCP, Robinhood API, Claude Code

- Built an AI agent that reaches brokerage APIs through the Model Context Protocol, screening a defined whitelist and returning ranked proposals under a strict human approval gate so no order executes without sign off.

SKILLS

Endpoint & Workplace: Microsoft Intune, Autopilot, Google Workspace Admin, Microsoft 365, Entra ID, device provisioning and enrollment, user lifecycle management, asset lifecycle management

Cloud & Infrastructure: Microsoft Azure, Proxmox VE, Docker, VMware, Tailscale, server administration, virtualization

Networking & Systems: TCP/IP, DHCP, DNS, VLANs, switches, routers, wireless access point management, VPN, network segmentation

Monitoring & Reliability: Netdata, Uptime Kuma, healthchecks.io, incident response, root cause analysis, telemetry, alerting

Operating Systems: Windows, macOS, Linux, Rocky Linux, ChromeOS, iPadOS

Automation & Scripting: Python, Bash, Google Apps Script, batch scripting, cron, launchd, CI/CD pipelines

Programming & Tools: Python, JavaScript, TypeScript, SQL, Git, GitHub, Next.js, Django, PostgreSQL, Supabase, VS Code, Vercel