

# ISLAM ELSAYED

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## EDUCATION

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Brooklyn College, *Bachelor of Science in Computer Science*

## WORK EXPERIENCE

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**IT Specialist | Department of Education (PS. 97), Brooklyn, NY** September 2025 – Present

- **Optimized fleet reliability for 1,000+ endpoints** as measured by a **95% first-time resolution rate**, by engineering automated provisioning workflows in **Microsoft Intune** and **Google Admin** for \$3M+ in technology assets
- **Minimized system downtime** for 130+ staff by performing advanced system administration and proactive server maintenance in a high-density environment
- **Architected high-availability virtual communication pipelines** for school-wide operations by orchestrating complex Zoom and livestreaming infrastructure for executive communication

**DOE Tech Support | RF Cuny (Brooklyn Theatre Arts), Brooklyn, NY** October 2024 – Present

- Manage \$200,000+ worth of IT assets by implementing efficient tracking systems, ensuring proper allocation, security, and maintenance.
- **Maintained 95%+ first-contact resolution** for 250+ users by managing **\$200K+ in IT infrastructure** across 30+ classrooms
- Reduced data tracking overhead by 30% as measured by manual reporting hours by automating inventory management via Microsoft Intune and custom Google Sheets scripts.

**Computer Instructor, P.S. 186, Brooklyn, NY** January 2023 – Present

- **Increased student coding proficiency by 20%** among 400+ students by designing structured curricula in foundational computer science and Scratch
- Manage and maintain \$10,000+ worth of IT equipment, ensuring proper functionality and security. Troubleshoot 40+ computers to optimize performance and repair school electronics (smartboards, printers, projectors), minimizing downtime and improving classroom technology efficiency.

**Software Engineer Fellowship, Head Starter AI, Remote** June 2024 – September 2024

- Developed 5+ AI-powered applications with Next.js and OpenAI, achieving 97% accuracy, engaging 1,000+ users globally.
- Led a team of 3 engineers, implementing MVC design patterns and CI/CD pipelines, reducing deployment time by 40%.
- Built scalable APIs for real-time data processing.

## PROJECTS

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**[Helme Hub](#) – (Django, PostgreSQL, Google Gemini API, Stripe)**

- Architected a multi-tenant SaaS IT support system using Django and PostgreSQL, implementing strict tenant isolation at the database level and granular role-based access control (RBAC).
- Integrated the Google Gemini API to provide automated AI-driven chat assistance and the Stripe API for secure subscription billing, enabling scalable and secure SaaS workflows.

**[NetPulse](#) – (Next.js 14, Supabase, Clerk, Resend, Tailwind CSS, Vercel)**

- Built a full stack IT operations monitoring platform with real time) uptime tracking, automated incident management, and a public status page deployed to Vercel with Clerk authentication and Supabase as the data layer.
- Implemented multi channel alerting via Discord webhooks and Resend email notifications, enabling automated incident detection and response workflows for monitored services.

**Cloud Tracker - (Flask, MySQL, React, Azure Blob Storage)**

- **Engineered an operations management system** for 500+ records using **Azure Blob Storage** and Firebase for real-time data handling and visualization
- Implemented a responsive **React** frontend, improving user experience and ensuring seamless data visualization.

## SKILLS

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**Infrastructure & Platform:** Microsoft Intune, Google Admin, Google Workspace, Azure, Docker, Linux, VMware, UTM, Bash scripting, CI/CD

**Programming languages:** Python, Java, JavaScript, SQL (PostgreSQL, MySQL), C++, HTML, CSS

**Tools:** Git, GitHub, VS Code, IntelliJ, Vercel, Netlify, Firebase, OpenAI, Vite, Microsoft Intune, Google Workspace, Azure

**Frameworks & Tools:** React, Node.js, Next.js, Django, Flask, Bootstrap, Git, GitHub, VS Code, Vercel