

MOHANAD SAYED MOTAWA MOUSA

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PROFESSIONAL SUMMARY

Dedicated IT professional with 3+ years of experience in technical support, network configuration, and hardware/software troubleshooting. Proven ability to optimize daily operations through custom software development, including building Point-of-Sale (POS) systems for retail environments. Strong problem-solver with a proactive approach to system maintenance and cybersecurity.

TECHNICAL SKILLS

- **IT Support & Networking:** PC Diagnostics, OS Deployment, Router Configuration, End-User Support.
- **Programming:** Python, C, HTML, GUI Development.
- **Cybersecurity (Bonus):** Vulnerability Assessments, Bug Bounty Hunting, Security Auditing.

EXPERIENCE

IT Support & Maintenance Technician | Local Maintenance Center, Cairo | 2021 – 2024

- Resolved complex hardware and software issues for PCs and mobile devices over a 3-year period.
- Managed OS installations, network configurations, and router settings to ensure stable business operations.

Freelance IT & Software Developer | Freelance | 2024 – Present

- Engineered custom software solutions, ensuring strict adherence to client technical requirements and operational efficiency.
- Conducted independent security audits, identifying and helping patch critical system vulnerabilities (e.g., SQLi).

PROJECTS

- **Retail POS & Inventory System:** Developed a comprehensive Python-based Point of Sale (POS) system for a local supermarket to manage sales, track inventory, and streamline daily store operations.
- **EAGLE EYE Radar System:** Ranked top 10 university hardware project utilizing Arduino and a real-time Python GUI.

EDUCATION B.Sc. Information Technology 6th of October Technological University (O6TU) | Sep 2024 – Present

CERTIFICATIONS

- **IT & Networking:** Network Technician Career Path (Cisco); Networking Basics (Cisco); MCSA Training, Computer Fundamentals A+ (TeraCourses).
- **Security & Programming:** ISO 27001 (Alison); Cybersecurity For All, Python Basics (ITI); CEH Training, C Programming (TeraCourses).