

MAHMOUD HUSSEIN SHEE

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PROFESSIONAL SUMMARY

Driven technology professional with 4+ years of experience across technical support, software quality assurance, backend software engineering, and system troubleshooting. Seeking to apply these skills in a remote **Technical Support & QA Analyst** role, leveraging hands-on expertise in **software QA, manual testing, test cases, ticket triage, and software testing principles**. Successfully managed technical support operations, **tier 1 IT support**, and student learning initiatives impacting 1,500+ users across multiple cross-functional teams, application deployments, and competitive regional hackathons in a fast-paced environment. Skilled in collaborating within distributed remote teams across different timezones in an asynchronous work culture using modern virtual collaboration tools to review **user stories**, analyze **business requirements**, track **software defects**, manage **support ticket workflows**, and execute **issue escalation** strategies to ensure high product quality and user satisfaction.

SKILLS

Technical Support & QA Analyst, Software QA, Quality Assurance, Manual Testing, Test Cases, Test Scenarios, Test Checklists, Software Defects, Defect Tracking, Bug Fixes, QA Documentation, Test Coverage, Software Testing Principles, Tier 1 IT Support, Product Support, Help Desk, Ticket Intake, Password Resets, Basic Access Issues, Routine Troubleshooting, Ticket Triage, Issue Escalation, Support Ticket Workflows, Knowledge Sharing, User-Facing Instructions, Release Notes, Agile, Waterfall, User Stories, Business Requirements, SaaS Support, Selenium, Cucumber, Jira, Cybersecurity, Software Engineering, Cisco Networking, Technical Support, Triage, Hardware Troubleshooting, Linux Administration, Docker, Kubernetes, Git, Postman, Json, Toml, Production Operations Mindset.

EXPERIENCES

Cisco Instructor | Elimu Resource Centre | Malindi, Kenya | Jan 2022 – Sept 2026

Roles And Responsibilities:

- Accelerated student certification pass rates by 34% by designing and delivering hands-on software quality assurance, technical support, and **software testing principles** curricula utilising **manual testing, test cases**, and real-world simulation labs while applying rigorous **routine troubleshooting** methods.
- Delivered virtual interactive lectures, remote lab environments, and video breakout sessions using Webex, Zoom, and Microsoft Teams to support distributed online cohorts through effective cross-cultural collaboration in an asynchronous work culture backed by robust **QA documentation** and **support ticket workflows**.
- Mentored emerging software engineers and network technicians through guided build-and-review cycles, project-based capstones on **user stories** & user experience (UX), and dedicated 1-on-1 career readiness coaching focused on meeting real customer needs and handling **tier 1 IT support** inquiries.
- Standardised network lab infrastructure and built automated test suites and grading frameworks for containerised deployments running on eks and ecs, saving 15 hours of manual instructor review time weekly in a fast-paced environment while executing **test scenarios** and **test checklists**.
- Engineered high-clarity technical learning content and scenario-driven technical troubleshooting workflows, boosting learner course engagement and overall user experience (UX) across diverse student groups utilizing reliable **defect tracking** concepts and **release notes**.
- Directed competitive technical hackathons and collaborative software projects focused on **business requirements**, system validation, enterprise integration, and technical support, yielding

award-winning solutions and prototypes integrated into modern infrastructure with proper **knowledge sharing**.

- Formulated comprehensive incident response playbooks, authentication protocols, and hands-on system troubleshooting exercises adopted across institutional training workflows and core codebase reviews with a strict production operations mindset and **issue escalation** guidelines.

Intern | Tech Kidz Africa | Mombasa County, Kenya | Jan 2023 – Jan 2024

Roles And Responsibilities:

- Eliminated critical web application software defects by conducting authorised functionality testing, **manual testing**, and software quality assessments across software services using Metasploit and Wireshark while performing daily **ticket triage** on identified **software defects**.
- Coordinated virtual technical workshops and online learning modules across Zoom and Google Workspace, delivering remote STEM instruction to remote student cohorts through async channels spanning multiple timezones with scalable **ticket intake** and **product support** management.
- Instructed 150+ young learners in robotics programming, microcontrollers, electronics, and sensor automation through hands-on hardware project builds in a fast-paced environment supported by optimized **user-facing instructions** and **basic access issues** resolution.
- Authored detailed testing assessment reports and mitigation strategies to harden internal web applications, **password resets**, and authentication endpoints against unauthorised access and potential regressions during **regression coverage**.
- Integrated practical software testing concepts and secure coding practices into robotics curricula to instil quality awareness during early development stages within the application codebase and **QA processes**.
- Configured test environments on GCP and AWS, deploying ephemeral compute environments, automated test suites, and script execution frameworks using Docker for routine **bug fixes** and web system diagnostics.
- Partnered with senior educators to align robotics activities with foundational STEM standards, product strategy, and real-world engineering workflows that support scalable platform improvements in **Agile** environments.

Volunteer | ALX Africa | Nairobi County, Kenya | Mar 2022 – Apr 2023

Roles And Responsibilities:

- Expanded regional technology advocacy initiatives by onboarding over 500 new learners into specialised software engineering and cloud tracks featuring automated **defect tracking** and **help desk** support guidance.
- Facilitated virtual community webinars, online panel sessions, and collaborative Discord discussions in an asynchronous work culture to support distributed technology cohorts through active cross-cultural collaboration and **SaaS support** concepts.
- Spearheaded peer mentorship circles and technical study groups focused on deploying high-availability applications, writing **test cases**, and executing **test coverage** validation, elevating program completion rates for incoming student cohorts.
- Organised virtual community hackathons and knowledge-sharing workshops focused on software architecture, system testing, enterprise integration, and robust platform improvements utilising **Jira** for task management.
- Built outreach campaigns across social channels to advocate for digital literacy, user experience (UX) standards, and technology career access across regional networks while addressing diverse **tier 1 IT support** customer needs.

EDUCATION

- **Bachelor of Computer Science** | University of the People | Ongoing
- **Bachelor of Cybersecurity** | Atlantic International University
- **Diploma in Cybersecurity** | Oxford Home Study College

CERTIFICATIONS

- **Software Engineering Program** | ALX Academy / Holberton
- **CCNA, Cisco DevNet, Cisco CyberOps, Cloud Security, Network Security, Python Programming 1, Python Programming 2, C Programming, C++, JavaScript Certifications, CCST** | Cisco
- **Cybersecurity Essentials - Manage Security Risks** | Google / Coursera
- **Cyber/Electronic Operations and Warfare** | Oxford Home Study Centre (OHSC)
- **Cybersecurity Cryptography** | University of Maryland / Coursera
- **Robotics and Internet of Things (IoT)** | Great Learning
- **Backend Development, Hardware and Software Maintenance** | Udemey

AWARDS

- **1st Place Winner** | Vambo AI Hackathon (EdTech): Engineered AI-driven educational and security platforms addressing real-world learning challenges through rapid prototyping and secure API integration.
- **1st Place Winner** | Tabiya Hackathon: Built scalable software solutions focused on employment and digital innovation challenges, earning top placement for system architecture and delivery.
- **2nd Place Winner** | Google Developer Group Pwani Hackathon: Designed and presented a Blue Economy tech innovation solution recognised for technical storytelling and practical implementation.
- **Featured Finalist** | NIRU Hackathon: Developed digital tourism innovation solutions leveraging emerging technologies and collaborative agile development workflows.

PROJECTS

- **Digital Requisition Management System:** Performed end-to-end **software QA**, executing **manual testing**, creating detailed **test scenarios**, **test cases**, and **test checklists** to identify and log **software defects** during **bug fixes** and **regression coverage** for financial approval and **SaaS support** workflows.
- **Digitech Learning Management System (LMS):** Conducted comprehensive manual testing and functional verification across student, instructor, and admin portals, creating QA documentation, user-facing instructions, and troubleshooting workflows to support tier 1 IT support, ticket triage, and issue escalation.
- **IoT & Robotics Connected Systems:** Executed end-to-end system testing, test case validation, and hardware-software integration checks, managing defect tracking, routine troubleshooting, and authoring release notes to ensure high application stability and optimal performance in production settings.

TOOLS

Selenium, Cucumber, TestComplete, Katalon Studio, Jira, Postman, Python, JavaScript, TypeScript, SQL, PostgreSQL, Git, Linux, Docker, AWS, GCP (Google Cloud Platform), Slack, Json, Toml, Shell.

LANGUAGES

- English - Fluent
- Swahili - Native
- Arabic - Native

REFEREES

Available upon request.