

# ISLAM ELSAYED

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## EDUCATION

Brooklyn College, *Bachelor of Science in Computer Science*

## WORK EXPERIENCE

### IT Specialist, PS. 97, Brooklyn, NY

September 2025 – Present

- Manage IT operations for **130+ staff and 900+ student**, overseeing **\$3M+ in technology assets** including laptops, iPads, smartboards, printers, networking hardware, and servers. Provide tech support to a network of 1000+ users, ensuring a 95% first-time resolution rate.
- Provide **advanced technical support and system administration**, resolving escalated issues with **Microsoft Intune device management, Google Workspace, Google Admin, server maintenance, and system updates**. Configure and maintain 1,000+ devices, including projectors, smartboards, and student laptops, enhancing productivity and minimizing downtime.
- Coordinate **large-scale technology rollouts**, maintain and update school websites, and implement **automated inventory tracking** using Google Sheets to improve efficiency and accountability.
- Run **livestreams, upload videos, and organize Zoom meetings** for school events, ensuring smooth communication and seamless virtual operations for staff and administration.

### DOE Tech Support, Brooklyn Theatre Arts, Brooklyn, NY

October 2024 – July

- Managed **\$200K+ in IT infrastructure** across 30+ classrooms, administering 1,000+ devices (projectors, smartboards, laptops) and providing technical support for 250+ users to achieve **95%+ first-contact resolution** and minimize downtime.
- Automate inventory management with Microsoft Intune and custom Google Sheets scripts, saving 30% of real-world time spent on data tracking and reporting.
- Configure and maintain 1,000+ devices, including projectors, smartboards, and student laptops, enhancing productivity and minimizing downtime.

### Computer Instructor, P.S. 186, Brooklyn, NY

January 2023 – Present

- Taught 400 + students (ages 6–11) foundational computer skills and coding using Scratch, achieving a 20% improvement in coding proficiency. Create age-appropriate lesson plans and address 10+ technical questions per session.
- 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%.

## PROJECTS

### AI Assistant Chatbot (Vite/React, OpenAI GPT-3.5, Vercel)

- Built and deployed an AI-powered chatbot using OpenAI GPT-3.5 API and Vite/React, optimized for seamless user interactions.
- Enhanced chatbot performance by 30%, ensuring efficient response times in real-world scenarios.
- Deployed the application to Vercel, achieving 99.9% uptime for reliable access.

### Crypto Stash – AI-Powered Crypto Insights & Coaching (React, Flask, OpenAI API, CoinGecko API)

- Led a team in developing a full-stack web application that provides real-time and historical crypto market data, enhancing user decision-making.
- Implemented an AI chatbot (Crypto Coach) using OpenAI API to deliver market insights and trading guidance, increasing user engagement by 30%.
- Optimized API calls and caching, reducing data retrieval time by 30%, ensuring seamless real-time updates for crypto traders.

### Cloud Tracker (Flask, MySQL, React, Azure Blob Storage)

- Engineered a full-stack web application to manage food pantry operations, handling 500+ records with real-time Firebase database interactions.
- Implemented a responsive **React** frontend, improving user experience and ensuring seamless data visualization.

## SKILLS

**Programming languages:** Java, C++, MySQL, HTML, CSS, Python, JavaScript

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

**Framework:** Bootstrap, React, Node.js, Vite, Flask

**Natural Language:** Arabic, English