

Mahmoud Abou-Zaeid

M +20 1017119544 • E ma.abouzaeid@gmail.com
in linkedin.com/in/ma-abouzaeid • Cairo, Egypt

Professional Profile

Software Engineer with 3+ years of experience building and supporting business-critical web applications, backend services, Oracle APEX solutions, and relational databases. Hands-on experience across C#, ASP.NET Core, Oracle APEX, SQL, PL/SQL, Python/Flask, PHP, Microsoft SQL Server, MySQL, and Oracle Database. Experienced in backend development, database design and optimization, REST APIs, application security, workflow automation, technical troubleshooting, and third-party integrations, with documented results including a 30% processing-time reduction, 25% improvement in user satisfaction, and a 99% issue-resolution rate.

Education

New Cairo Technological University

Bachelor's in Information and Communication Technology

Cairo, Egypt

Expected 2027

Experience

Euro Assist

Software Engineer

Giza, Egypt

Aug 2025 – Aug 2026

- Developed scalable backend applications and REST APIs using C#, ASP.NET Core (.NET 8), and Entity Framework Core, applying OOP and SOLID principles.
- Designed normalized relational database schemas and ERD models using SQL Server, supporting application requirements, data integrity, and maintainable data structures.
- Implemented authentication, authorization, RBAC, and data validation controls across application services and APIs.
- Integrated third-party APIs and backend components while maintaining structured data flows and reliable application behavior.
- Reviewed implementations, investigated defects, and improved software maintainability and system reliability through structured troubleshooting.
- Supported internal IT operations by configuring Windows workstations, resolving hardware/software/network issues, and maintaining office infrastructure.

Euro Loss Adjusters

Oracle APEX Developer

Giza, Egypt

Aug 2023 – Aug 2026

- Architected an enterprise Oracle APEX insurance loss-assessment platform supporting pre-repair, post-repair, supplementary, and salvage vehicle inspections.
- Engineered 20+ SQL/PLSQL functions supporting database-driven application logic and business workflows.
- Reduced processing time by 30% through SQL/PLSQL optimization and business-logic improvements.
- Improved user satisfaction by 25% through application and workflow enhancements.
- Investigated and optimized PL/SQL query logic for a slow-loading application page, reducing page load time from approximately 5 minutes to 3 seconds.
- Built approval workflows with Zoho image-storage integration and automated report generation.
- Resolved application issues, contributing to a documented 99% issue-resolution rate and 100% RBAC/security compliance.

Courses & Certifications

Oracle: APEX Cloud Developer Professional – Oracle University (1Z0-770, 1Z0-771)

Oracle: Database Foundations – Oracle Academy

Oracle: Oracle Cloud Infrastructure 2023 Certified Foundations Associate – Oracle University

Cisco: Introduction to Cybersecurity – Cisco Networking Academy

Other: Foundational C# – FreeCodeCamp & Microsoft; **ICDL Base** – Edraak

Technical Skills

Programming: C#, SQL, PL/SQL, Python, PHP, JavaScript, Java, C

Backend: ASP.NET Core (.NET 8), Flask, Oracle APEX, Entity Framework Core, SQLAlchemy

Databases: Microsoft SQL Server, Oracle Database, MySQL, SQLite

Database Development: Relational Database Design, Database Schema Design, ERD Modeling, Normalization, Query Optimization, Performance Tuning, Data Integrity

APIs & Integration: REST API Design, REST API Integration, Third-Party API Integration, Zoho Integration

Security: Authentication, Authorization, RBAC, Data Validation, Application Security

Web Technologies: HTML, CSS, JavaScript, Responsive Web Development

Reporting: Jasper Reports, Automated Report Generation

Architecture: OOP, SOLID Principles, Layered Architecture, System Design, Workflow Automation

Tools: Git, Postman

Professional Skills

Problem Solving: Diagnosing technical issues, investigating root causes, and implementing practical solutions.

Analytical Thinking: Analyzing application and database behavior to identify performance and reliability issues.

Communication: Communicating technical information clearly with technical and business stakeholders.

Collaboration: Cross-functional collaboration across application, database, and business requirements.

Structured Troubleshooting: Systematic investigation and resolution of application, database, software, and infrastructure issues.

Leadership & Mentoring: Leadership and mentoring experience in technical work environments.

Adaptability: Adapting to different technologies, application environments, and business requirements.

Reliability: Supporting business-critical applications and contributing to system reliability and issue resolution.

Languages: Arabic: Native English: Technical English (B1)

Selected Projects

Oracle APEX, Oracle Database, SQL, PL/SQL, Zoho

Euro Loss Adjusters – Insurance Loss Assessment Platform

- Developed a database-driven Oracle APEX platform supporting pre-repair, post-repair, supplementary, and salvage vehicle inspections.
- Implemented damage assessment, market value estimation, surveyor assignment, and business workflow functionality.
- Integrated Zoho for image storage with automated approval and rejection workflows and report generation.

Oracle APEX, Oracle Database, SQL, PL/SQL, JavaScript

Fain App – Academic Management System

- Developed a web-based Oracle APEX academic management system centralizing lectures, assignments, schedules, attendance, and student-faculty communication.
- Implemented academic tracking workflows to help students organize and monitor university activities through a centralized platform.
- Developed a Student Project Showcase for publishing academic projects with videos, descriptions, and attachments.

C#, ASP.NET Core (.NET 8), Entity Framework Core, SQL Server

EuroCar360 – Vehicle Verification REST API

- Built a production-grade REST API with layered architecture, JWT authentication, RBAC, exception handling, and SQL Server data management.
- Engineered a high-throughput file-upload pipeline and unified status/review workflow.

Python, Flask, MySQL, HTML, CSS, JavaScript

Euro Inspection 360 – Vehicle Inspection Management Platform

- Built an inspection lifecycle platform supporting reporting, pricing approvals, inspector and bank-user management, and workflow automation.