

Mohammed Saeed

Computer Science Student | Software & IT

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EXPERIENCE

IT Intern – Software & Systems Support

Apr 2025 – Jul 2025

Richelieu Realtors — Dubai, UAE

- Resolved software, hardware, and network support tickets across the organization, restoring service quickly and minimizing user downtime.
- Managed IT asset inventory and performed routine system maintenance, keeping hardware, software, and network resources running reliably.
- Automated repetitive internal IT tasks and streamlined workflows, reducing manual effort and improving turnaround on common requests.

Operations & Growth Intern

Jul 2023 – Jan 2024

ZYWA (YC W22) — Dubai, UAE

- Resolved 200+ user issues via WhatsApp and phone while supporting end-to-end onboarding of 1,000+ users weekly, including KYC verification and app-access workflows.
- Increased user retention by 30% by optimizing support and outreach scripts, contacting 50+ users daily to identify and reduce onboarding friction.
- Supported fintech operations processing 10,000+ bank transfers weekly, applying business rules and contributing to reward-mechanism improvements through cross-functional work.
- Collaborated directly with the founder across 4 design sprints, helping ship the recharge and savings flows from customer insights to launch.

PROJECTS

Cyberpunk Portfolio

2025

React, Next.js, Vercel

- Designed and built an interactive, cyberpunk-themed portfolio with React and Next.js, deployed to production on Vercel.
- Implemented responsive layouts and custom animated UI components to showcase projects and skills with a distinctive visual identity.

Personal Portfolio Website

2024

HTML, CSS, JavaScript

- Built and deployed a responsive portfolio site at msaeed.tech to showcase projects and technical skills.

TECHNICAL SKILLS

Programming: Python, JavaScript, HTML5, CSS3

Frameworks & Libraries: React.js, Node.js, Tkinter

Databases: MongoDB, MySQL, Supabase (CRUD operations)

Cloud & Tools: AWS, Azure, GCP, Git, VS Code, Bash/Terminal, Generative AI

Languages: English (Bilingual), Malayalam (Native), Hindi (Professional)

EDUCATION

B.Sc. Computer Science

Jan 2023 – Jul 2026 (Expected)

University of Wollongong in Dubai — Dubai, UAE

CERTIFICATIONS

Career Essentials in Data Analysis — Microsoft & LinkedIn (Dec 2024)

Career Essentials in Generative AI — Microsoft & LinkedIn (Dec 2024)

Cloud Security & Audit Fundamentals: AWS, Azure, GCP — LinkedIn (Dec 2024)

MongoDB Basics & CRUD Operations — MongoDB (Nov 2024)

Artificial Intelligence Fundamentals — IBM (Aug 2024)

Foundations of Cybersecurity — Google (Nov 2023)