

Michael Nadim

Full-Stack Mobile & Backend Developer | Cloud & Infrastructure Engineer

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PROFESSIONAL SUMMARY

Full-stack mobile, backend, cloud, and infrastructure professional with hands-on experience delivering cross-platform iOS/Android modules, authenticated REST and WebSocket services, relational database workflows, production-style Ubuntu VPS environments, admin dashboards, release validation, and technical operations. Combines React Native, Expo, TypeScript/TSX, PHP, Node.js, MySQL, Linux, DNS/SSL, automation, and structured QA with customer-facing cloud support, root-cause troubleshooting, security-minded implementation, and clear documentation.

TECHNICAL SKILLS

Mobile / Frontend: React Native, Expo, TypeScript, TSX, JavaScript, React Hooks, reusable components, route-based screens, navigation flows, modals, bottom sheets, input forms, list views, profile/account interfaces, media containers, state management, API clients, safe-area and keyboard-safe layouts, Android and iOS behavior

Backend / APIs / Real-Time: PHP, Node.js, REST APIs, JSON payloads, WebSocket services, authenticated requests and responses, server-side validation, event handlers, event broadcasting, payload normalization, connection state, session cleanup, notifications, configuration delivery, account-state retrieval, status changes, reporting, feature flags

Database / Admin Web: MySQL, SQL, PostgreSQL, MongoDB, BigQuery, Snowflake, table and schema changes, columns, indexes, status and configuration records, report tables, relational data checks; PHP, HTML, CSS, JavaScript, server-rendered dashboards, forms, tables, filters, controls, detail pages, exports and reports

Cloud / Systems / Infrastructure: AWS, Azure, GCP, OVHcloud, IBM Cloud, Firebase, Contabo, Rackspace, Ubuntu/Linux, Windows Server, macOS, VPS, SSH administration, web server configuration, directories, permissions, static assets, HTTPS routing, SSL/TLS, DNS A/CNAME/MX/TXT records, SPF, DKIM, DMARC, email authentication, domain verification and email deliverability

DevOps / Automation / QA: Git, CI/CD, Docker, Kubernetes (foundational), Terraform (exposure), Ansible (familiarity), Bash, Python, PowerShell, Batch, regex automation, TypeScript compiler checks, PHP linting, API smoke tests, database audits, server inspection, real-device QA, backups, isolated patches, proof logs, rollback validation, before/after testing and release checkpoints

Virtualization / Security / Tools: VMware, Proxmox, OpenStack, IAM, credential hashing, system hardening, VPN, SSH, network security practices, SOC 2 familiarity, ServiceNow, Jira, Confluence, Salesforce, SharePoint, AirWatch, Teams, Slack, Jabber, Lucidchart, VS Code, Office 365, Jupyter Notebook, Gemini, Google AI Studio, Copilot and prompt engineering

PROFESSIONAL EXPERIENCE

TikTech Services LLC | Mobile Application, Backend & Infrastructure Developer / Technical Consultant

Jun 2025 - Present

- Develop and maintain confidential cross-platform mobile modules using React Native, Expo, TypeScript, TSX, JavaScript, React Hooks, reusable UI components, route-based screens, navigation, modals, bottom sheets, forms, list views, profile/account interfaces, media containers and shared service logic.
- Integrate mobile interfaces with authenticated REST APIs and API clients using normalized response mapping, viewer-specific identity/state handling, loading, error and empty states, guarded requests, duplicate-action prevention and controlled local updates to reduce stale-state and race-condition defects.
- Improve Android and iOS reliability across keyboard-safe layouts, safe-area spacing, touch handling, platform-specific styling, image-loading fallbacks, scrolling, media playback cleanup, mute/unmute behavior, fullscreen transitions, navigation handoff and stale-media prevention.
- Build and repair PHP and Node.js backend services using REST, JSON and WebSockets for configuration delivery, account-state retrieval, status updates, notifications, reporting, admin operations, real-time events, payload validation, connection state, session cleanup and event broadcasting.
- Design and update MySQL tables, columns, indexes, status fields, configuration rows and reporting records; write SQL inspection queries, standardize success/error and identity-aware JSON structures, implement backend feature flags, and validate API output against database records and row counts.
- Build PHP/MySQL/HTML/CSS/JavaScript admin dashboards with session-aware access, forms, tables, filters, controls, detail pages, configuration panels, status updates, exports, operational reports and release-readiness visibility.
- Provision and administer Ubuntu VPS infrastructure with secure SSH access, web server configuration, backend directory structures, file permissions, static assets, PHP/Node.js service placement, backups, SSL/TLS certificates, HTTPS routing, domain pointing, and A, CNAME, MX, TXT, SPF, DKIM and DMARC records.
- Execute backup-first, isolated-patch QA using TypeScript checks, PHP linting, API smoke tests, database audits, server inspection, SSL/DNS validation and physical-device testing; document root cause, blast radius, acceptance criteria, touched-file summaries, proof logs, rollback paths, before/after results and release checkpoints.
- Provide technical guidance on mobile/backend separation, API and database architecture, infrastructure risk, DNS/email setup, reusable services, production readiness, release gating, maintainability and scalable implementation planning.

PROFESSIONAL EXPERIENCE - CONTINUED

ShelfCoach | Founder & Lead Product Engineer

Oct 2024 - Present

- Lead product and technical execution for an AI-assisted consumer platform focused on retail intelligence, product analysis, allergen-aware meal planning and data-supported purchasing decisions across mobile, backend and administrative workflows.
- Architect and manage Firebase, MySQL, Linux/VPS, admin tooling, analytics, permissions and production-support workflows; evaluate layered API strategies to balance scalability, reliability and total cost of ownership.
- Develop administrative capabilities with IAM-based roles, permission controls and securely hashed login credentials while coordinating feature design, vendor/tooling decisions, technical estimates and implementation priorities.
- Produce business models, data-flow diagrams, process documentation and intellectual-property materials supporting copyright registration and a provisional patent filing.
- Conduct information sessions, market analysis and custom user surveys at George Mason University, and draft partnership materials for prospective grocery and food-delivery organizations.

OVHcloud US | Cloud Engineer / Technical Support Engineer

Jan 2023 - Oct 2024

- Supported customers across cloud and hosting environments by diagnosing Linux, Windows Server, network, VPS, server, virtualization and IP-configuration incidents, including Proxmox-based workflows and cross-team escalations.
- Used SSH, command-line tools and structured troubleshooting to isolate infrastructure faults, communicate root cause and guide customers through recovery and configuration changes.
- Created Bash and Batch automation for diagnostics, uptime checks, metric capture and internal reporting, improving repeatability and reducing manual work across multiple operational teams.
- Contributed to high customer-satisfaction outcomes, including a 4.5+ team Trustpilot rating and multiple five-star customer reviews.

Iron Bow Technologies | Help Desk Analyst

May 2020 - Aug 2022

- Supported high-volume telehealth operations by configuring tablets, medical devices and user access while troubleshooting device activation, connectivity and platform issues for healthcare providers and veterans nationwide.
- Worked across ServiceNow, Jira, SharePoint, AirWatch, Jabber, Microsoft Teams, Salesforce and VA-specific tools; supported GlobalMed, TopCon and Cisco CAS systems and escalated complex front-end and back-end cases.
- Documented incidents and technical findings, built troubleshooting guides and internal information panels, and improved the speed and consistency of support guidance.
- Earned director recognition for helping resolve a long-running, multi-team escalation through disciplined troubleshooting, communication and coordination.

Fusion Communications Inc. | Hosted Services Analyst, VoIP / NOC

Aug 2019 - Mar 2020

- Troubleshot network and hosted-communications failures through SSH/CLI in multi-vendor environments including Edgewater, Adtran, Fortinet, Meraki and Cisco equipment.
- Supported SIP, SBC, call routing, ring groups and configuration-management workflows; resolved higher-tier escalations through root-cause analysis and knowledge-base research.
- Created call-logging templates that reduced response time and helped resolve an outage affecting more than 200 Polycom lines.

Stride, Inc. (formerly K12) | Enrollment Consultant

May 2015 - May 2019

- Managed more than 100 student applications weekly, maintained accurate records and served as a liaison among families and educational personnel nationwide in accordance with FERPA requirements.
- Created a marketing video and original campaign concept for affiliate partner Ohio Virtual Academy, supporting school outreach and engagement efforts.

EDUCATION

George Mason University - Bachelor of Applied Science in Managed Information Systems, Concentration in Cloud Systems Management | Cum Laude | GPA: 3.46

CERTIFICATIONS & PROFESSIONAL CREDENTIALS

Microsoft Foundations of AI and Machine Learning (Jan 2026) | Google AI Essentials (Aug 2025) | CompTIA Cloud+ (Feb 2024)
CompTIA Security+ (Mar 2023) | CompTIA Linux+ (Dec 2022) | AWS Certified Solutions Architect - Associate (Mar 2022)
Microsoft Azure Fundamentals (Aug 2021) | SAFe Agile 4.0 Scrum Master | NVCC Network Administrator (2023) | NVCC Help Desk Certified (2023)