Amelio Mansour

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Work Experience

CMDB Process Improvement Analyst | Ally Financial, Detroit, MI   July 2024 - Present
- Developed and implemented an automated process within ServiceNow for creating CI relationships, reducing manual effort by 85% for the Configuration Management team - saving critical hours every week.
- Maintained a CMDB health score of 94%+ for over eight consecutive months, this is the first time this has been accomplished in over three years.
- Designed a process to monitor onboarding progress for new CMDB classes, improving visibility into key KPIs.
- Developed an automated process between Microsoft Power Automate and ServiceNow to analyze CMDB data and alert the configuration management team on critical events, addressing undiscovered gaps.

Software Implementation Engineer | Savance Enterprise, Commerce, MI   Feb. 2024 – July 2024
- Develop and maintain .NET Core applications, manage version control, and utilize stored procedures and REST APIs for efficient software operation.
- Lead data migration from client's ERP systems to Savance Enterprise ensuring meticulous documentation and efficiency.

IT Network Logistics Intern | BorgWarner, Auburn Hills, MI   May 2022 – Feb. 2024
- Successfully negotiated contracts with vendors, resulting in annual savings of $240,000 for the company.
- Collaborate in team to develop, configure, and test an internal IT Chatbot.
- Support and troubleshoot over 2000 BorgWarner employee smart phones across North America.
- Active member in BorgWarner's Oakland University Ambassador recruiting program.

Data Entry Intern| Central Transport, Sterling Heights, MI   Jun. 2019 - May 2022
- Enhanced data entry proficiency, achieving a notable 75% increase in billing processing speed.
- Transitioned from a high school internship to a part-time position upon completion of the internship.
- Operated digital billing system and performed data entry to aid with freight transport.

Data Analytics Intern | Accounting XP, Birmingham, MI   Aug. 2021 - Sept. 2021
- Designed systems for businesses which took raw data from a series of iOT devices and output a P/L statement.
- Provided invaluable data analytics to decision makers and developed scalability for data to aid business growth.

Education

Bachelor of Science, Information Technology; GPA 3.63   Sept. 2020 – Dec. 2023
Oakland University, Auburn Hills MI
- Recognized for "Be Golden" award from Oakland University's School of Engineering and Computer Science
- Treasurer of GrizzHacks student organization
- Mentored freshmen/junior IT and CS students on career paths
- Volunteered in series of paneling events to inform incoming students on the opportunities in IT/CS

Project Experience

ChefBot AI
- *Role*: Team Lead of 5 developers, spearheaded LLM implementation, integrated MongoDB, and backend development.
- *Overview*: AI based application that generates recipes and cooking instructions based on user-input ingredients.
- *Technologies*: LLM, React, JavaScript, Splide, JSX Element, Hooks in React, React-Router Dom, GitHub, MongoDB, and VS Code.

Fitness Tracker
- *Role:* Team Lead of 7 developers, handled android development, integrating MongoDB, and back-end components.
- *Overview:* Cross-platform full-stack fitness tracker application to assist individuals in achieving their fitness goals.
- *Technologies*: Svelte, Python, MongoDB, GitHub, Heroku, Android studio, RESTful API's, JSON, HTML, CSS, and Bootstrap.

Home Assistant
- *Overview:* Configured an open-source operating system on a Raspberry Pi to manage 9 smart devices across various platforms in once centralized location by integrating prebuilt and custom-built API's.
- *Technologies:* Home Assistant OS, Raspberry Pi, VS code, Prebuilt API's, Custom REST APIs, Let's Encrypt