



Salah Eddine El Manssouri

Date of birth: 14/10/1998 | **Nationality:** Moroccan | **Phone number:**

(+370) 60739240 (Mobile) | **Email address:** salaheddineelmanssouri@gmail.com | **Website:**

<https://laugerr.github.io/> |

Address: Didlaukio g. 57, Vilnius, 08302, Vilniaus m. sav., Lithuania (Home)

EDUCATION AND TRAINING

01/09/2025 – CURRENT Vilnius, Lithuania

MASTER'S DEGREE IN CYBERSECURITY MANAGEMENT Mykolas Romeris University (MRU)

- Cybersecurity governance and organizational security strategy
- Cybersecurity risk management and security economics
- Security policies, compliance, and regulatory frameworks
- Digital trust, e-government, and information security management
- Incident analysis and decision-making in cybersecurity contexts

Level in EQF EQF level 7

01/09/2019 – 30/06/2023 Kharkiv, Ukraine

BACHELOR OF APPLIED SCIENCE IN INFORMATION TECHNOLOGY (SOFTWARE ENGINEERING) Kharkiv Polytechnic Institute

- Software engineering principles and system design
- Back-end development (PHP, Laravel, REST APIs)
- Front-end development (HTML, CSS, JavaScript, React)
- Database design and data management (MySQL)
- Application development lifecycle and problem solving

Level in EQF EQF level 6

01/09/2018 – 02/06/2019 Belgorod, Russia

SOFTWARE ENGINEERING STUDIES Belgorod State Technology University

- Software development fundamentals
- Programming basics and algorithms
- Introduction to system architecture
- Practical IT and engineering coursework

Level in EQF EQF level 5

01/09/2017 – 30/06/2018 Tula, Russia

RUSSIAN LANGUAGE CERTIFICATE Tula State University

- Russian language proficiency
- Written and spoken communication
- Academic and professional language usage

Level in EQF EQF level 4

WORK EXPERIENCE

CUSTOMER SERVICE PERSON – CUPOLA (CONTRACTED FOR RTA 800 90 90 PROJECT) – 01/06/2024 – 31/08/2025 – DUBAI, UNITED ARAB EMIRATES

- Handled high-volume inbound calls for the RTA 800 90 90 government hotline.
- Provided technical and procedural support related to licensing, public transport, and trade licence services.
- Accessed, updated, and verified customer and company records using internal information systems.
- Ensured data confidentiality, accuracy, and compliance with established procedures.
- Followed service-level agreements (SLAs) and escalation processes.

- Performed large-scale data collection and validation for user engagement analysis.
- Applied structured data-gathering methodologies to ensure data accuracy and consistency.
- Identified data inconsistencies, missing records, and anomalies.
- Produced detailed reports to support data quality and decision-making.
- Collaborated with cross-functional teams while maintaining strict confidentiality.

SOFTWARE DEVELOPER – UCODE IT ACADEMY – 01/01/2020 – 30/06/2022 – KHARKIV, UKRAINE

Student Internship:

- Developed REST APIs using Laravel as part of back-end training projects.
- Built front-end applications using HTML, CSS, JavaScript, and React.
- Implemented full-stack projects such as online shop and forum platforms.
- Gained hands-on experience in application development lifecycle.

● **SKILLS**

Cybersecurity & IT

manage system security | risk management | Secure coding awareness | identify security threats | information confidentiality | Cybersecurity fundamentals | Incident analysis

Software Development

REST APIS' | PHP | JavaScript | CSS & HTML | Javascript (React.js) | Git/Github, Docker, Gitlab | MySQL

Data & Operations

data engineering | Microsoft Excel, Word, Power Point

Professional Skills

solve problems | use technical documentation | customer service | apply technical communication skills | manage time | follow work procedures | attend to detail | think analytically

● **LANGUAGE SKILLS**

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	B2	B2	B2
FRENCH	B2	B2	B1	B1	B1
RUSSIAN	B1	B1	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DRIVING LICENCE**

Driving Licence: B