

# NABIL PRADL-EL MOUGY

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## PROFESSIONAL EXPERIENCE

### Support Application Care, XXXLdigital

Mar 2025 - ongoing

- Issue Analysis & Troubleshooting: Investigating technical problems, reproducing errors, and resolving common application and system issues (mix of Level 1 and Level 2 support).
- User Support & Incident Management: Serving as the first point of contact for internal users, handling tickets, prioritizing requests, and escalating complex cases to specialized teams.
- System Maintenance & Quality Assurance: Performing minor configuration adjustments, monitoring key applications, and documenting solutions and process improvements.

### Accountant and Management, Kindergarten Bunter Zug

Mar 2016 - Juli 2024

- Designed and implemented a management program to track children's attendance, improving administrative efficiency and accuracy.
- Oversaw bookkeeping activities, ensuring compliance with financial standards and timely reporting.
- Developed and launched a website and online presence for the kindergarten, increasing visibility and engagement with parents and the community.

## EDUCATION

### BSc Artificial Intelligence (AI)

Oct 2024 - Present

Johannes Kepler University Linz - Bachelor

- An interdisciplinary program combining mathematics and computer science, focused on AI technologies like machine learning and data science.

### Online Marketing Diploma

Sep 2023 - May 2024

Werbeakademie Wien

- Developed skills in creating and executing online marketing plans, focusing on strategy analysis, SEO, SEA, and more.

### BSc Software- & Information engineering

Sep 2022 - transferred

Technical University of Vienna - Bachelor

- Gained hands-on experience developing full-stack applications and optimizing software performance.

### Medical Informatics

Sep 2016 - May 2022

HTL Spengergasse - Higher technical institute diploma

- Focused on E-Health development, adhering to medical standards and norms.

## VOLUNTARY WORK

### Austrian National Union of Students (Österreichische Hochschülerinnenschaft)

Jun 2025 - ongoing

- Acting as a student representative, coordinating projects, representing student interests, and collaborating with university bodies.

### Voluntary Member - Young AI Leaders Linz

Mar 2025 - ongoing

- Acting as a student representative, coordinating projects, representing student interests, and collaborating with university bodies.

### Voluntary Youth Worker - Muslim Scouts Austria

Jan 2016 - ongoing

- Contributing as a youth volunteer at Muslim Scouts Austria, organizing computer science and AI workshops and handling photo- and videography tasks

### National Youth Delegate for Austria - European Youth Forum

Jun 2022 - Jul 2022

- Serves as Austria's National Youth Delegate at the European Youth Forum for 'Democracy Here | Democracy Now' a campaign, organized by the Council of Europe, contributing to strategies aiming to revitalize democracy and strengthen trust between youth and democratic institutions."

## AREA OF EXPERTISE

- Artificial Intelligence
- Data-Driven Systems
- Python
- Docker
- AI-Agents
- RAG

## ADDITIONAL INFORMATION

- **Languages:** German (C2), English (C1), Arabic (B1), Turkish (A1)
- **Certifications:** Data Protection Officer (DPO), Online Marketing diploma, ITILv4 Foundation