

Hamza E. Zgidou

| Columbia, MD

VOLUNTEER & WORK EXPERIENCE

Islamic Society of Baltimore

Present

Volunteer / Youth Group Leader / MAP Founder / Logistics Coordinator

Baltimore, MD

- Serve as a Youth Group Leader, mentoring young community members and helping organize educational, social, athletic, and community building programs.
- Founded the Muslim Athletic Program (MAP) to create structured athletic opportunities that promote teamwork, leadership, healthy competition, and community engagement.
- Serve as Logistics Coordinator for community programs and large-scale events, including Muslim Food Fest logistics, security, and parking operations; coordinate event setup, volunteer teams, crowd flow, traffic management, and on-site operations.
- Coordinate and lead volunteer teams across multiple initiatives, ensuring responsibilities are clearly assigned and events operate efficiently from setup through breakdown.
- Collaborate with ISB leadership, community members, vendors, volunteers, local government leadership, and public agencies to coordinate event logistics, address operational requirements, resolve issues, and support safe, successful community events.

Johnson Controls

2023 – Present

Project Manager / Application Engineer

New Freedom, PA / Johnstown PA

- Lead software programming and testing for large-scale retrofit upgrades to critical cooling automation systems at the Prophet's Mosque and King Abdulaziz Military Academy (KAMA), delivering reliable and efficient performance per project specifications.
- Partner with cross-functional teams (engineering, sales, procurement) to manage custom product requests, including scope definition, requirements analysis, and driving project cost analysis using data from market research.
- Drive upgrades to PLC (Allen Bradley) and HMI (Red Lion) software control systems through maintenance, troubleshooting, and system enhancements, boosting uptime and product quality while ensuring compliance with plant, corporate, and engineering standards.
- Manage external and internal projects, including overseeing customer accounts, and coordinating engineering management projects.
- Develop and drive project plans for multi-million-dollar projects, overseeing schedules, budgets, risk management, and quality control to ensure successful delivery.

Multi-Dimensional Integration

2022 - 2023

Software Controls Engineer / Project Manager

New Freedom, PA

- Identified underlying reason behind software control systems issues, bugs, and determine root causes.
- Reviewed mechanical design documents and equipment layouts to validate feasibility and identify potential design risks before fabrication or installation.
- Led process improvements and project plans to create new standards which increased engineering productivity and quality.
- Performed software/hardware upgrades to older model machines to increase overall performance, operating speed, and safety.
- Developed autonomous systems to replace manual tasks, significantly improving efficiency, cost and reducing injury risk.

BW Papersystems

2021 - 2022

Software Controls Engineer

Cockeysville, MD

- Provided timely support to aftermarket parts teams, troubleshooting and resolving issues to ensure minimal

disruption, with an emphasis on supplier and system accuracy.

- Managed supplier related data and ensured consistent updates in system records to maintain compliance and performance standards.
- Collaborated extensively with cross-functional teams, facilitating clear communication and addressing critical supplier related challenges.
- Performed Allen Bradley PLC program updates for corrugator machines, conveyors, and other autonomous systems.
- Traveled nationwide to support the successful launch of new machinery, overseeing software deployment, validation testing, and site commissioning to ensure optimal performance and customer satisfaction.

Cassens Auto Transport

Commercial Diesel Technician / 2020-2021

2019-2021

Jessup, MD

- Performed diagnostics and repairs on trucks with a wide range of failures, from catastrophic breakdowns to routine maintenance issues.
- Programmed speed regulators on all trucks to enforce company policy and DOT regulations, ensuring vehicles could not exceed recommended speeds.
- Conducted trainings for new hires and new drivers who joined the company

Hillmuth Certified Auto

Master Tech

2016-2019

Columbia/Glenwood/Clarksville/Gaithersburg

- Solely responsible for full vehicle diagnoses and repair based on customer complaints.
- Specialized in module diagnoses and vehicle software solutions.
- Clearly explained repair diagnoses and recommended preventive maintenance to customers, helping them avoid repeated breakdowns and future failures.

EDUCATION

University of Maryland Global Campus

College Park, MD

Fall 2021 -

- *Bachelor of Science (B.S.) - Software Development and Security*
Spring 2023
 - 3.5 GPA
- *Master of Science (M.S.) - Management - Project Management focus*

Spring 2025-Present

Community College of Baltimore County

Catonsville, MD

- *Associate of Applied Science – Automotive Technology*

Fall 2016-Fall 2018

CERTIFICATIONS

Project Management Professional(PMP)

Professional Scrum Master II(PSMII)

Professional Agile Leader(PAL I)

Data Analytics Professional

Centrifugal Chillers Data Centers

MOPAR lvl 2 Master Tech

Professional Driver (Commercial)