

# Ahmed Khorshid

Web Developer

✉ ahmedkhorshed45@gmail.com

☎ 33117005

📍 Manama, Bahrain

🌐 github.com/A7medKhorshid

🌐 ahmed-khorshid281

🔗 <https://a7medkhorshid.github.io/Portfolio/>

## Education

2018 – 2022 **Bachelor in Information Systems**  
University of Bahrain

## Professional Experience

2022/10 – 2024/03 **Customer Service Specialist**  
Bahrain *Gulf CX*

Working in **Sephora** project  
Technical support  
Answer all customer inquiries through inbound calls. Make outbound calls.  
Helped and answered customers through WhatsApp, live chat, social media, and email channels.  
CRM Systems: Salesforce, FreshDesk, CyberSource, x27.

Achievements:  
Top agent performance for three times.

2020/07 – 2022/09 **Frontend Web Developer**  
Bahrain *Gulf Falcon Business Solutions*

Website development using HTML, CSS, JS, Bootstrap.  
Edit/update web content.  
Technical support.

2016/03 – 2017/03 **Customer Service Staff**  
Bahrain *Bahrain International Circuit*

On-site Organizer in spectator areas and grandstands during the **F1 Grand Prix**.

## IT Skills

HTML CSS JS jQuery React - Bootstrap  
SQL - GitHub MS Office

## Languages

**English** **Arabic**  
Fluent Native

## Certificates

• Certified Information Systems Auditor (CISA) - Exam • Frontend development diploma

## Projects

**E-commerce website**  
Developing an E-commerce site using **React** during the Frontend course.

**Check my portfolio:**  
<https://a7medkhorshid.github.io/Portfolio/> 🔗