

Abdalhadi-Alrefai

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frontend Developer

I'm a frontend developer specializing in creating exceptional web applications using React. With over 2 year of experience in web development, I've had the pleasure of working with a variety of clients to deliver high-quality coding solutions.

SKILLS

• html	• css
• JavaScript	• TypeScript
• Figma	• Creative and highly analytical
• Git	• Adobe Photoshop
• Github	• React
• React Router	• Hook
• Framer motion	• Create interactive components with the user
• Bootstrap CSS	• Tailwind CSS
• Good communicat	• API Integration
• Project managment	• Hard worker
• Multitasking	• Creativity
• Microsoft Word • Microsoft PowerPoint	• Microsoft Excel • Microsoft Office
• Problem-solving	• Teamwork
• Leadership	• Persuasion

EXPERIENCE

Customer service

Syriatel (Damascus, Syria)

Aug 2024 – Present

- Delivered high-quality customer service by responding promptly to inquiries, complaints, and requests via phone, email, and live chat.
- Provided tailored solutions and troubleshooting assistance to clients, ensuring a positive experience and customer satisfaction.
- Handled a high volume of inbound and outbound calls, achieving a [specific target, e.g., 95% customer satisfaction rate].

- Resolved customer issues efficiently, often going beyond the call of duty to ensure customer needs were met.
- Collaborated with cross-functional teams to address complex problems and provide comprehensive support.
- Maintained detailed records of customer interactions and transactions using [CRM software/tools].
- Contributed to the creation of FAQs and self-help materials to improve customer understanding and reduce the volume of support requests.

Frontend Developer Trainee

Vica Web Solutions (Abu Dhabi, U.A.E)

Aug 2024 – Jan 2025

- Blogs: Multi-page project featuring online courses. Built using React, React Router, and React Icons.
- EduPress: Online courses platform using HTML, CSS, and JavaScript. Includes Arabic translation support and a Dark/Light mode toggle for enhanced user experience.
- Manage Posts: A web app for managing posts with CRUD operations using a real API, implemented with HTML, CSS, JavaScript, and API
- Book Showcase Web App – A multi-page project for displaying books and their details using an API. Built with React, React Router, and JavaScript for dynamic data fetching.
- Portfolio Website – A fully responsive portfolio showcasing projects, skills, and experience. Built using React, React Router, and styled with modern UI/UX design principles, including dark and light mode support.
- Product Management Dashboard – A CRUD-based web application for managing products, including authentication, adding, editing, and deleting products. Built using React, React Router, and API integration for dynamic data handling.

Call Center

Linnet (Damascus, Syria)

Jun 2023 – Aug 2024

- Handled inbound and outbound calls to assist customers with internet connectivity issues, billing inquiries, and service upgrades.
- Provided step-by-step troubleshooting for technical issues, including modem/router setup, slow internet speed, and network outages.
- Escalated unresolved technical problems to the appropriate support teams while ensuring clear communication between customers and engineers.
- Guided customers through account setup, plan modifications, and subscription renewals to optimize their internet experience.
- Maintained a high first-call resolution rate by efficiently diagnosing and resolving customer concerns.

EDUCATION

- Fourth Year / Informatics Engineering .IT

LANGUAGES

- English
- Arabic