Abdallah Ahmed

FRONT-END DEVELOPER

PROFESSIONAL SUMMARY

I'm a 3rd level computer science student at Modern academy in Maadi and a passionate front-end developer working with React js. I worked at a telesales agent at DME account in secretack and also worked as a customer service agent at Rayacx for Shahid account.

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EDUCATION

Bachelor of Science: Computer Science, Expected in 06/2026
Modern Academy - Maadi
Currently pursuing a Bachelor's degree in Computer Science at Modern Academy, expected to graduate in 2026.
Focused on software engineering, front-end development, and artificial intelligence. Relevant coursework includes Data Structures, Web Technologies, Algorithms, and AI Fundamentals.
Participated in university projects including building interactive websites.

WORK EXPERINCE

Customer Service Representative, 06/2024 - 11/2024
Rayacx - 6th of October City, Egypt
- **I've worked for the arabic entertainment platform Shahid chat as account at Rayacx customer experience as a chat agent.**
- **Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.**
- **Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.**

Telesales Agent, 04/2024 - 06/2024
Siceretack - Maadi
- **I've worked for 2 months as a telesales agent for DME account in Siceretack.**
- **Optimized call scripts by incorporating persuasive language techniques for more impactful conversations with prospects.**
- **Enhanced overall efficiency by staying organized, setting realistic goals, and consistently following through on tasks until completion.**

COURCES

- Alx Professional Foundation, 04/2025
- IT Sharks Front-end, 07/2023
- DIV academy React.js , 07/2024

SKILLS

- Problem-solving
- Time management
- Computer proficiency
- Critical thinking
- Team collaboration
- Live chat support
- Research