

Bilal Ishaq Al-Titi

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Summary:

Full Stack .NET Developer with expertise in architecting and developing scalable, high-performance web applications using ASP.NET Core, C#, and SQL Server. Experienced in microservices architecture, and GitHub Actions. Proficient in authentication & authorization. Strong advocate of SOLID principles, design patterns, and Agile/Scrum methodologies, ensuring robust, maintainable, and secure software solutions.

Working Experience:

Concentrix, Jordan

from February 2024 till Present

Position: *Customer Service Agent*

Duties & Responsibilities:

- Provided technical support and resolved customer inquiries efficiently, ensuring high satisfaction rates.
- Utilized problem-solving and analytical skills to troubleshoot and escalate technical issues.
- Managed customer interactions via phone, email, and chat, improving communication and interpersonal skills.
- Worked in a fast-paced, Agile environment, adapting quickly to new systems and processes.
- Documented customer interactions in CRM systems, improving workflow and case resolution efficiency.
- Collaborated with cross-functional teams to enhance service delivery and streamline issue resolution.
- Developed a strong understanding of business processes and customer needs, improving critical thinking and adaptability.

Internship:

From February 2025 till March 2025

Position: *Full-Stack Developer Internship*

Duties & Responsibilities:

- Developed and optimized full-stack applications using ASP.NET Core, Entity Framework Core, and SQL Server, implementing RESTful APIs and enhancing database performance.
- Integrated JWT-based authentication and OAuth 2.0 for secure user management.
- Applied SOLID principles, design patterns (Repository, Unit of Work), and dependency injection to improve code maintainability.
- Worked in an Agile/Scrum environment, participating in sprint planning, stand-ups, and retrospectives.
- Leveraged Git and GitHub for version control and collaborated on code reviews.
- Improved application security with input validation, SQL injection prevention, and XSS mitigation.
- Optimized database performance through query improvements, migrations, and stored procedures.

Scientific Degrees:

- Bachelor's degree in English Language and Translation Jerash University | 2022
GPA: 85.

Projects:

1. **I Learn App** (.NET 8(C#), ASP.NET Core (MVC | Web API) JWT Authentication, SQL Server, EF-Core, HTML, CSS, JavaScript,Ajax, jQuery, Bootstrap with N-Tier Architecture)
2. **Weather App** (React.js, .NET Core, OpenWeather API)
3. **To-Do List App** (ASP.NET Core, Entity Framework, SQL Server, Bootstrap)
4. **Beta Social Media App** (ASP.NET Core, SignalR, JWT Authentication, React.js, SQL Server)
5. **Prayer Times App** (Blazor, .NET Core, API Integration, Responsive UI Design)
6. **CMS - Clinical Management System** (.Net Framework, .NET Core, ADO , SQL Server)
7. **LMS - Library Management System** (.NET Core, EF Core, SQL Server, RESTful APIs, JWT Authentication)
8. **DVLD - License Management System** (NET Framework (C#), WinForms, SQL Server, T-SQL, ADO.NET, with 3-Tier Architec)
9. **BMS - Bank Management System** (NET Framework (C#), WinForms, SQL Server, T-SQL, ADO.NET, with 3-Tier Architec)

Training Courses:

- **Completed.React.Js Course**, Udemy.
- **Completed Web Development with Asp.Net Core**, ItLegend.
- **Completed 25 programming courses**, Programming Advices.

Languages:

- **Arabic:** Mother language
- **English:** Very Good

Computer Skills:

- Internet tools and Microsoft Office Batch.

Technical Skills:

- **Programing Languages:** C#, C++
- **Frameworks & Technologies:** .Net Framework, .Net Core, ASP .Net Core (Web API |MVC) EF Core, ADO.Net, Win Form.
- **Web Development:** HTML5, CSS3, JavaScript, jQuery, Ajax, Bootstrap, Razor Pages.
- **Database Mangment:** SQL, MS SQL Server, T-SQL, Database Design.
- **Version Control & APIs:** Git, GitHub, GitFlow, RESTful APIs, Postman, Swagger.
- **Data Handling & Practices:** LINQ, Data Structures, Algorithms, SOLID Principles, Design Patterns
- **Soft Skills:** Problem Solving, Communication, Team Work, Attention to Detail, Time Management