

BASHAR ABOKWAIK

Front-End Developer (React)

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📍 Zarqa, Jordan

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⭐ Portfolio: bashar-abokwaik-portfolio.web.app/

SUMMARY

Front-End Developer (React) with hands-on experience building real-world, responsive web applications. Skilled in translating UI/UX designs into clean, reusable React components, managing application state, and integrating APIs. Strong background in collaborating within cross-functional teams, with a focus on writing maintainable code and continuously improving front-end performance and user experience.

EXPERIENCE

Frontend Intern

SMART BLOCKS

📅 04/2025 - 09/2025 📍 Amman, jordan

- Developed and maintained internal front-end features for web applications using React.
- Built interactive UI components using React and reusable component patterns.
- Optimized React components for better performance and scalability.
- Debugged and troubleshooted UI issues to ensure smooth user experience.
- Collaborated with designers to implement responsive UI/UX designs.
- Applied core React concepts such as state management, event handling, and basic API integration.
- Collaborated with team members to implement UI updates and improve usability.

Customer Support

SMART BLOCKS

📅 05/2023 - 09/2025 📍 Amman, Jordan

- Set up and managed customer support workflows using Freshdesk and Freshchat.
- Collaborated with technical teams during platform development, testing phases, and downtime.
- Gained hands-on exposure to QA fundamentals, including testing flows and reporting issues.
- Ensured KYC compliance and handled complex user issues in a fintech environment.
- Key Achievement:** Built a structured knowledge base that reduced repetitive support requests and improved response efficiency.

Customer Service Team Leader

Lightic

📅 01/2022 - 03/2023 📍 Irbed, Jordan

- Co-founded the company and built customer service operations from the ground up.
- Led and mentored a support team while managing daily operations and performance.
- Optimized internal workflows through data analysis and process improvements.
- Improved customer satisfaction and reduced response times through structured procedures.
- Key Achievements:** Increased customer satisfaction by 20% and reduced response time by 30%.

EDUCATION



Bachelor's Degree in Civil Engineering

Al al-Bayt University

📅 09/2016 - 02/2021 📍 Al Mafraq, Jordan

- Graduation Project: **Design of a four-story residential building** (Grade: 91%)

GPA

76 / 100

Tic-tac-toe game (React)

🔗 <https://tic-tac-toe-58d3a.web.app/>

A browser-based game developed with React to demonstrate state management, props usage, and conditional rendering. The project focuses on clear game logic, reusable components, and responsive UI updates.

COURSES & CERTIFICATIONS

React – The Complete Guide (Udemy, 2025)

Hands-on React course focused on building real-world applications using components, hooks, routing, state management, and API integration.

McKinsey Forward Program – McKinsey & Company

Business and digital skills program covering problem-solving, critical thinking, data analysis, and effective communication.