BASHAR ABOKWAIK

Frontend Developer | JavaScript | TypeScript | React.js | Next.js

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🔗 bashar-abokwaik-portfolio.web.app/   ☆ https://github.com/Bashar-abokwaik

Summary

- Entry-level Frontend Developer with hands-on experience in JavaScript (ES6+) and React, building responsive and user-friendly interfaces using HTML5, CSS3, and Tailwind CSS
- Built 6+ real-world React projects focusing on reusable components, state management, and API integration
- Familiar with Git, REST APIs, and modern front-end development practices, with a strong focus on clean and maintainable code
- Committed to continuous learning and improving development skills while enhancing performance and user experience

Skills

Programming Languages & Frontend Technologies

HTML | CSS | Tailwind CSS | Bootstrap | Responsive Design | CSS Grid / Flexbox | JavaScript (ES6+) | TypeScript | DOM Manipulation | Event Handling | React (Hooks, Components, Props, State) | React Router | Redux | Next.js | Git & GitHub | VS Code | Chrome DevTools | Jest | Jira

Soft Skills

Problem Solving | Adaptability | Communication | Team Collaboration | Attention to Detail | Time Management

Work Experience

Frontend Developer   04/2025 - 09/2025

SMART BLOCKS

- Delivered **10+ internal features** across **React**-based projects during a **6-month internship**, enhancing application functionality.
- Developed 6**+** reusable **React components**, enhancing UI/UX consistency across **4+** existing pages to improve user usability.
- Integrated **Binance API** to retrieve real-time crypto prices, enabling **accurate comparison** with internal data and enhancing data integrity.
- Revamped UI design across **3+ pages**, implementing **responsive layouts** and modern styling with **Bootstrap**, improving user experience.
- Built interactive user interfaces by applying core **React** concepts like state management and event handling, enhancing user experience in a live development setting.

Customer Support   05/2023 - 09/2025

SMART BLOCKS

- Engineered **end-to-end customer support workflows** using **Freshdesk** and **Freshchat**, enhancing ticket routing efficiency by an estimated **35%**.
- Developed **100+** knowledge base articles to address common user issues, decreasing repetitive support requests by an estimated **25%** and enhancing team efficiency.
- Developed and implemented a new user onboarding plan for the crypto platform, improving beta user retention by **50%** and reducing onboarding completion time by **30%** over **3** months.
- Addressed **15+ critical issues** from **50+ beta users** in **3 months**, enhancing platform stability.
- Built and structured **chatbot workflows** to guide users effectively and improve engagement.
- Automated KYC processes for **50+ users**, cutting manual tracking time by **40%** through new systems in a **3-month period**.
- Spearheaded testing and rollout of **8+ new platform features**, reducing post-launch bug reports.

Customer Service Team Leader   01/2022 - 03/2023

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- Launched and scaled customer service operations, developing core processes and training for **7 agents**, improving initial response efficiency.

- Mentored a **5-person** support team, achieving a **25% performance increase** in **12 months** via targeted training and management.
- Optimized workflows by implementing **5** targeted improvements, reducing process cycle time by **30%,** and boosting operational efficiency by **20%.**
- Enhanced customer experience by reducing response time by **35%** and boosting satisfaction scores by **20%** in **12** months through structured procedures.

Projects

Food Order App (React)

🔗 food-order-app-9ef78.web.app/

- Engineered a **single-page React food-ordering app**, enhancing user experience by streamlining meal browsing, cart management, and order placement processes.
- Developed a **responsive UI**, enhancing user experience across **100%** of devices and achieving **consistent interactions**.
- Developed **reusable UI components** utilizing **React Hooks**, **Context API**, and **useReducer**, improving state management efficiency by an estimated **30%**.
- Enhanced cart functionality by integrating **dynamic pricing** and **backend API** connections, improving frontend performance by **20%** despite latency.
- Improved cart management by implementing **the Context API**, reducing state update latency by **25%,** and ensuring seamless persistence.

Task Management App (React)

🔗 task-management-26d00.web.app/

- Engineered a **React** application, enabling **project and task management**, boosting user productivity by an estimated **35%**.
- Developed a **responsive UI** with **Tailwind CSS**, enhancing cross-device compatibility and user experience for **50+ users**.
- Created **full CRUD functionality**, enhancing UI logic with **React Hooks** and **Context API** to streamline data management.
- Developed reusable **React components** and dynamic rendering patterns, improving **front-end performance** by **25%**.

Tic-tac-toe game (React)

🔗 tic-tac-toe-58d3a.web.app/

- Engineered a **Tic-Tac-Toe game** using **React**, showcasing mastery of **state management**, **props usage**, and **conditional rendering** for enhanced user experience.
- Developed a **responsive UI**, enhancing user engagement by **30%** through dynamic updates based on player actions.
- Built **5+** reusable **React components** and streamlined game logic, improving code maintainability by **25%** and scalability for future features.
- Developed **win/tie detection** and **dynamic board updates**, improving **user interaction** and gameplay experience by an estimated **35%**

Language

Arabic	**English**
Native	Fluent

Certification

React The Complete Guide   2025 - 2025

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

McKinsey Forward Program

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

Education

Bachelors Degree in Civil Engineering   09/2016 - 02/2021

Al al-Bayt University   76 / 100