

# Nahed Alsayed Ahmad

(+49) 17622367829

**Date of birth:** 27/01/1980

**Gender:** Female

**Email address:** [nanawalid@gmail.com](mailto:nanawalid@gmail.com)

**Address :** 16227, Ringe str., Eberswalde (Germany)

## APPLYING FOR

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Full Stack Web Developer

## EDUCATION AND TRAINING

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Diploma in Software Development (EQF Level 5) - Full Stack Web Development

**CODE INSTITUE** [ 01/02/2020 – Current]

**Address:** DUBLIN

**Field(s) of study:** Software Development

**Level in EQF :** EQF level 5

1. HTML
2. CSS
3. JAVA SCRIPT
4. PYTHON
5. SQL
6. MONGODB
7. BOOTSTRAP
8. FLASK
9. FULL STACK FRAMEWORK WITH DJANGO

Diploma in Statistics

**Technical Institute Of Statistics (IT Department)** [ 01/09/1999 – 01/07/2001 ]

**Address:** Damascus (Syria)

<http://www.tis.edu.sy/site/english/index.php>

## DIGITAL SKILLS

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Microsoft Office / Python / Flask / MongoDB Query Language / Git / SQL / JavaScript / HTML / CSS / MySQL / Bootstrap

## WORK EXPERIENCE

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### Coordinator - Resources planning

**Emirates Telecommunications Company - Etisalat** [ 01/04/2014 – 30/04/2018 ]

**Address:** Ajman (United Arab Emirates) - <https://www.etisalat.ae/en/index.jsp> **City:** Ajman

**Country:** United Arab Emirates

**Name of unit or department:** Resources planning - **Business or sector:** Information and communication

1. Responsible for necessary Planning/Forecasting of calls, inbound & outbound interactions for the customer care function
2. Ensure to track performance of forecast vs actually present, both intra-day and weekly level frequencies
3. Update Management regarding the opportunities/out layers which are affecting the forecast

### Technical support

**Emirates Telecommunications Company - Etisalat** [ 01/01/2013 – 31/03/2014 ]

**Address:** Ajman (United Arab Emirates) - <https://www.etisalat.ae/en/index.jsp> **City:** Ajman

**Country:** United Arab Emirates

**Name of unit or department:** Blackberry and iPhone - **Business or sector:** Information and communication

1. To provide a professional & technical troubleshooting follow up for Blackberry and iPhone related issues.
2. Confirming availability of the service and activating it if not existing.
3. Providing refund on the spot for all cases below 100 Dirhams including investigation and creating adjustment during the call
4. Escalating complaints to second level support in case of extra escalation is needed.

### Training Program Coordinator

**Syrian Arab Airline** [ 01/02/2002 – 30/09/2004 ]

**Address:** Damascus (Syria) - <https://syriaair.com/>

**City:** Damascus

**Country:** Syria

**Name of unit or department:** Training Department - **Business or sector:** Transportation and storage

Responsible of preparing statistical reports in Statistics and Planning Department. Also preparing the needed plans for training the staff of the corporation

### Training Program Coordinator

**Ibn Sina Training Center** [ 01/10/2001 – 31/01/2002 ]

**City:** Damascus

**Country:** Syria

Computer Training (basics, Browsing Internet, Microsoft Application)

Office clerk

**Spacetoorn** [ 01/10/2000 – 30/09/2001 ]

**Address:** (Syria) - <https://spacetoorn.com/>

**Country:** Syria

**Business or sector:** Arts, entertainment, and recreation

## LANGUAGE SKILLS

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Mother tongue(s):

**Arabic**

**DEUTSCHE (B1)**

**ENGLISH**

**LISTENING:** B1 **READING:** B1 **WRITING:** B1

**LISTENING:** B2 **READING:** C1 **WRITING:** B2

**SPOKEN PRODUCTION:** B1 **SPOKEN INTERACTION:** B1 **SPOKEN PRODUCTION:** B2 **SPOKEN INTERACTION:** B2