AMR SALAH

Software Engineer

CONTACT

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- github.com/EngAmrs

SKILLS

Programming Languages

- JavaScript, ES6
- Typescript
- C, C++
- PHP
- Python
- Java

Programming Principles

- OOP
- Data Structure
- Design Patterns
- RESTful APIs & Graphql
- Unit Testing

Back-End Technologies

- NodeJs
- ExpressJs
- Django

Front-End Technologies

- ReactJs
- Angular
- Bootstrap

OBJECTIVE

Aspiring Software Developer with expertise in software engineering and solving complex problems. Collaborates effectively with team members and project leaders to deliver high-quality solutions within timelines. Continuously evaluates and optimizes code for optimal performance, maintainability, and scalability.

EDUCATION

INFORMATION TECHNOLOGY INSTITUTE (ITI)

9-Month Diploma In Open Source Application Development

Oct 2022 - Present

- Expanding my skill set by staying up-to-date with the latest open-source technologies
- Acquired knowledge and hands-on experience in a range of technologies, including Operating Systems (Linux), Networking, Agile Methodologies, Web Services, and Application Security

- **Projects**
  - Booknary is a goodreads clone
    - Designed 9 unique components and 6 database models to develop the server side using NodeJs, ExpressJs and MongoDB
    - Created more than 8 components and 5 services to develop the client side using Angular and Typescript
  - AROA is an e-commerce web application
    - Designed and implemented more than 15 components and routes to develop a client-side application utilizing ReactJS with Redux

CAIRO UNIVERSITY

Bachelor of Business Administration (BBA)

Sep 2015 - June 2019

- Graduated with GPA of 2.67

Web Technologies

- HTML5
- CSS3, SASS
- WebSocket
- XML & JSON

Database Management Systems

- MySQl
- PostgreSQL
- MongoDB

Project Management Tools

- Version Control (Git/Github)
- Trello & Jira
- ClickUp

AWARDS & CERTIFICATIONS

- AWS Certified Cloud Practitioner

LANGUAGES

- Arabic: Native
- English: Excellent (C1)

WORK EXPERIENCE

THNDR
Operational Specialist
Sep 2021 - Oct 2022

- Educated over 200 clients on various investment options and account managing
- Led a successful expansion into the U.S Stock market while prioritizing customer satisfaction, resulting over 80% increase in satisfaction ratings among foreign clients

VODAFONE EGYPT
Enterprise Customer Service Representative
Jan 2020 – Jan 2021

- Resolved complex customer issues and complaints, achieving a 90% customer satisfaction rating and reducing customer churn by 15%
- Coordinated between customers and service providers, achieving a 20% reduction in service turnaround time and a 10% increase in customer retention

BANQUE MISR - RAYA
Telesales Team Leader
May 2019 – Sep 2019

- Aligned cross-functional teams, enhancing productivity and sales by over 50%
- Made Reports to update the bank on the team's progress

FREELANCE
Front-End Developer
Apr 2018 – Aug 2021

- Developing and implementing responsive user interfaces using HTML, CSS, and JavaScript for more than 5 clients
- Streamlined web application debugging and troubleshooting processes, resulting in a 30% reduction in reported issues and a 15% improvement in page load times