

EL HADY ELMOCTAR

The Bronx, NY 10462

[Email](#)

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SUMMARY

Graduated with a Master's degree in Electronics & Computer Sciences. Worked for the past seven years as a Technical Support Engineer. Developed a passion for serving the customer, solving problems, and making things efficient, which eventually drove me to be a Frontend Engineer and Web Developer.

I like to build websites that are accessible, easy to use and super-fast. Use HTML, CSS, JavaScript, and React to produce responsive websites and web apps that work across browsers, and devices.

SKILLS

HTML
CSS
JavaScript

React
Bootstrap
SASS

Git/ GitHub
NPM

EXPERIENCE

TECHNICAL SUPPORT ENGINEER | 09/2013 to 10/2020

Win-services - Nouakchott, Mauritania

- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Completed in-person service calls for internal and external support requests, maintaining exceptional customer satisfaction and resolution figures.
- Provided support via remote desktop software, diagnosing customer issues over private and public networks.
- Replied to customer queries via email, messaging systems and support ticket platforms.

EDUCATION & TRAINING

University Mohammed Premier Oujda- Morocco

Master of Science

Master's Degree, Electronics & Computer Science, 07/2013

Coursera- Certificate

HTML, CSS, And JavaScript For Web Developer, 12/2020

Coursera-Certificate

Front-End Web UI Frameworks And Tools: Bootstrap 4, 04/2021

FreeCodeCamp-Certificate

Responsive Web Design, 07/2021

Nucamp-Bootcamp

Front End Bootcamp, 01/2022