Islam Ali

Cairo, Egypt | +201091251712 | islam.ali.khtab.99@gmail.com

https://www.linkedin.com/in/islam-ali-959893143/ || https://github.com/IslamAlii

Frontend Developer

Creative frontend developer skilled at creating a unique customer experience that highlights brand measuring. Maintains up to data awareness of technological trends and technological advances.

CORE PROFICIENCIES

- *HTML*
- *CSS*
- *JavaScript*
- *jQuery*
- *Bootstrap*
- *React JS*
- *PHP*
- *MySQL*

Work EXPERIENCE

Customer Services Representative | Etisalat, Cairo, Egypt   2018-2020
Responsibilities:
- Manage large amounts of incoming phone calls
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Follow communication procedures, guidelines and policies

EDUCATION | CREDENTIALS

Bachelor of Computer Science | Thebes Academy, Cairo, Egypt   2017-2022

Languages

Arabic: Native | **English**: Good written and spoken