Islam Mohamed

MERN Stack Developer

As a MERN Stack Developer, I have a strong background in web development, particularly in the MERN (MongoDB, Express.js, React.js, Node.js) stack. With 4 years of experience, I have successfully built and deployed robust and scalable web applications.

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SKILLS

`HTML, HTML5` `CSS, CSS3` `ReactJS` `NodeJS` `Angular` `MongoDB` `Bootstrap` `TypeScript`

`OOP` `SASS` `GitHub` `Unit Testing`

WORK EXPERIENCE

Technical Support Advisor
Telecommunications and Digital Government Regulatory Authority (TDRA)

01/2023 - Present   *Dubai*

Tasks

- Greet customers warmly and ascertain problem or reason for calling
- Troubleshoot technical problems(internet-receiver-landline)
- Assist with placement of orders, refunds, or exchanges
- Inform customer of deals and promotions
- Utilize computer technology to handle high call volumes
- Close out or open call records
- Compile reports on overall customer satisfaction
- Assist with placement of orders, refunds, or exchanges
- Greet customers warmly and ascertain problem or reason for calling

Sales Executive
House Design

09/2022 - 12/2022   *Abu Dhabi, Al Ain*

company based in the city of Al Ain and includes a group of professional engineers and designers whose practical experience exceeded nine years in the supply and installation of prefabricated construction and high quality housing units

Tasks

- Meeting with clients virtually or during sales visits
- Demonstrating and presenting products
- Establishing new business
- Maintaining accurate records
- Attending trade exhibitions, conferences and meetings
- Reviewing sales performance
- Negotiating contracts and packages
- Working towards monthly or annual targets

WORK EXPERIENCE

Customer Support Advisor
Etisalat UAE (HS) - Raya Contact Center

01/2019 - 01/2021   *Egypt, Cairo*
Outsourcing company for ETISALT UAE
Achievements/Tasks

- Handling customer via phone
- Troubleshooting the technical issue
- Attempt to persuade customers to reconsider cancellation
- Following call scenario through the call
- Providing accurate feedback about customer satisfaction

EDUCATION

Communication engineering
Nahda University

06/2013 - 06/2018   *Egypt, Bani Suef*

PROJECTS

House Design Prefabricated Construction
- Website to view all the company projects and modules that can be provided
- Login to dash board for admin and clients also
- Overview for all salesmen performance monthly and yearly
- Overview for the total performance according to the number of projects still in progress and the completed projects
- Ability to create new or edit admin, salesmen, and contract (note : access to change for admins only)
- Client Page for review his own porjects and ability to pause any projects according to any type of reasons (note: the reason must be explained)

Social Media App
- Social Media web application for interaction with other same as any social application. you can create a new account and , login, creating posts and comments, Add and delete friends and chatting

TodoList
- Demo TodoList with simple actions can be taken like add or delete a todo. you can make a filteration according to todo status

Weather App
- Application for getting the weather data of any country with a simple and creative design

Smart Calculator
- Responsive calculator with history for all of previous operations and giving you the ability to edit any previous operation if you messed any number also you can reset all the operations like normal calculator

QR Code Reader
- monitoring the availability of client's contract with baladia
- check if there is any warnings or penalties
- Dashboard for admin of each area to control the client's contract of this area
- Availability to add warning or penalty by the admin
- Scanning the QR to get all the information of this client