

# Kareem Elsabrouty

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## Personal statement

Recent Computer Science graduate who is highly motivated and results-oriented developer with a strong foundation in programming concepts, problem-solving, and full-stack web development. Proficient in [JavaScript](#), SQL, JSON, [C#](#), and much more. Experienced in creating scalable, user-focused web applications and delivering real-world projects for clients. Adept at working in collaborative environments and leveraging technical skills to drive innovation and efficiency. Committed to continuous professional growth in the fast-evolving tech industry.

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## Skills

### Technical skills

- Programming Languages: JavaScript, SQL, Python, C#
- Web Development: Full Stack Development, RESTful APIs, HTML5, CSS3, React
- Database Management: SQL, JSON, MongoDB
- Version Control: Git, GitHub (Version Management)
- Deployment & Hosting: Render, Azure, GitHub Pages, Docker
- Tools & Technologies: Node.js, Express.js
- Debugging & Problem Solving: Strong understanding of asynchronous programming, promises, and API handling

### Soft skills

- Cross-functional Collaboration
  - Critical Thinking and Problem Resolution
  - Deadline-driven and Goal-oriented
  - Problem solving in programming
  - Strong Communication and Interpersonal Skills
  - Adaptability in High-pressure Environments
  - Time Management and Goal Oriented Focus
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## Work Experience

### RAC Incident Manager (03/2025 – 05/2025)

- Managed roadside incidents for RAC and DAF customers during critical situations.

- Act as the main point of contact to ensure smooth coordination and communication.
- Use the DAFaid system to dispatch fast and effective breakdown support.
- Help drivers return to the road quickly and safely through efficient service delivery.

#### Asda Team Member (10/2024 – 1/2025)

- Accurately selected and packed customer orders, maintaining efficiency and organization, maintaining 99% accuracy.
- Processed an average of 1400 items per shift, ensuring accuracy and timeliness.
- Adhered to health and safety regulations, maintaining a clean and hazard-free work environment.

#### IKEA Team Member (07/2023 – 10/2024)

- Delivered high-quality results in a fast-paced environment, handling 200+ items daily.
- Collaborated with the team to maintain efficient workflows during peak hours.

#### Lidl Distribution Warehouse Data Entry (09/2022 – 01/2023)

- Updated database with new items and ensured over 98% accuracy.
- Inspected and documented 200+ items daily to identify and handle damaged stock.
- Maintained health and safety procedures.

#### Suddenlink Communications/Vodafone Call Centre Agent (01/2019 – 09/2020)

- Delivered excellent customer service, assisting 30+ customers daily and resolving 90% of complaints during the first call.
- Handled complex billing enquiries and scheduled technician visits, improving overall customer satisfaction scores and KPIs by 15%.
- Developed strong troubleshooting skills, ensuring seamless issue resolution under tight time constraints.

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### Education

- **Just IT Bootcamp** - Software Development Bootcamp (01/2025 – 03/2025)
- **BSc in Computer Science** - Staffordshire University (09/2024 – 05/2025)
- **HND in Computing** - Walsall College (09/2021 – 06/2024)