Software Developer/Web Developer

KARIM AHMED

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Summary

Passionate software developer with a solid experience in front-end and back-end technologies, with a focus on web development. I am a self-assured, well-spoken person with outstanding interpersonal and communication abilities. In addition to being an active team player, I am a highly competent developer. I have a quick learning curve and a strong commitment to lifelong learning. My goal is to establish a career in an innovative organization where I can take use of cutting-edge technologies and contribute to future growth prospects.

Technical Expertise

- **Database:** MongoDB, SQL
- **Dev Tools:** VS code, Git, chrome

- **Frontend:** HTML5, Boostrap, React.js,
- **Backend:** Node, Express.js, Spring Boot
- **Methodology:** Agile(Scrum)

Education

BACHELOR OF SCIENCE IN COMPUTER SCIENCE (A YEAR INDUSTRY) – Brunel University June 2024
Key modules: Networks, Data and information, Software Engineer, Software Project Management, Game Development

IT+ Certificate, Network+ Certificate – GlobalNet ICT September 2022

BETC Extended Diploma Computing (D*D*D) - Kingston College September 2020

Latest Project

FULL STACK AI HELPDESK WEB-APP (SYNCSUPOPRT) – Final Year Project October 2023 - March 2024

- Conceptualized, designed, and developed a dedicated Artificial Intelligence Support web app for staff.
- Utilized HTML, CSS, and JavaScript to create a dynamic and responsive user interface.
- Engineered the backend with Node.js, interfacing with MongoDB for database management.
- Integrated Natural Language Processing (NLP) capabilities using a node library to enhance user support interaction.
- Led the entire development life cycle of the project, taking ownership from the initial idea through to the final product, showcasing a comprehensive understanding of the full-stack development process.
- Implemented RESTful APIs to facilitate seamless communication between the frontend and backend systems.
- Applied a holistic development approach, encompassing ideation, design, coding, testing, and deployment, to

IT Experience

IT SUPPORT ENGINEER – Douglas and Gordon September 2022 - March 2023

- Act as the first point of contact for all IT technical queries.
- Handle incoming incidents via phone and ticketing system efficiently.
- Diagnose and resolve a wide range of incidents and problems remotely.
- Take ownership of user problems and proactively engage with users.
- Provide support on Microsoft applications like Office 365 and 3rd party business apps
- Resolve problems & incidents within agreed SLAs.
- Keep customers updated on incident progress.

DESKTOP SUPPORT ANALYST (INTERNSHIP)– GlobalNet ICT   January 2022 - July 2022

- Providing technical support, answering support queries either onsite or via phone or email 1st line/Helpdesk support experience, showcasing a strong foundation in providing effective IT assistance.
- Proficient in Microsoft-based operating systems, with a focus on Windows desktop technologies, particularly Windows 10 and some experience on mac.

Hospitality Experiences

CHEF AND CUSTOMER ASSISTANT – Dirty Vegan   June 2021 – November 2021

- I work as a chef, ensuring the customers were satisfied with the food quality I served.
- Prepared food and all necessary items
- Gained strong **communication skills** as I must maintain conversation with customers whilst preparing their food, to keep customer stratification high.
- Worked on the till, helping customers finalise their purchases. I gained strong **numerical skills** by calculating prices throughout my shift.

KITCHEN PORTER – Noura Restaurant   April 2019 - August 2019

- Keeping the Kitchen Gleaming: I took charge of the dishwashing duties, making sure every plate, pot, and pan sparkled.
- Master of Cleanliness: I prided myself on maintaining the kitchen's cleanliness and orderliness.
- Prep Partner Extraordinaire: I wasn't just about washing dishes; I lent a hand in food prep too.
- Safety First, always: Food safety was my top priority. I made sure to follow all the rules, from donning the proper gear to keeping everything sanitized.

Technical Strength

- Proficient in creating and using RESTful APIs.
- Able to work in a team environment.
- Possess good problem-solving skills.
- Language: English, Arabic

- Languages & Frameworks: HTML5, CSS3, JavaScript, Node.js, Express.js, React.js, Spring Boot
- Well, organized with strong work ethics.
- Strong communication skills.

Interests

SPORTS

- During my free time, I enjoy going to gym and going for a run. I also like watching football as sport as I have grown up watching.

TECHNOLOGY

- Passionate about continuously learning new technologies and improving my development skills.
- I engage in coding challenges to improve my problem-solving and programming skills on Code wars.