MAHMOUD YOUSSEF

Fall Stack Web Developer

CONTACT

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EDUCATION

Cairo University
Faculty of Languages and Translation
2020 - 2023

SKILLS

- HTML - Experienced
- CSS - Experienced
- JavaScript - Experienced
- React - Experienced
- PHP - Experienced
- Git - Experienced
- Node.js - Intermediate
- Express.js - Intermediate
- Laravel - Intermediate
- SASS - Intermediate

ABOUT ME

A passionate and detail-oriented Junior Web Developer with a solid foundation in front-end and back-end web development. Proficient in HTML, CSS, JavaScript, PHP and modern frameworks like React and Node.js. Experienced in creating responsive and user-friendly websites with a focus on performance and usability. Eager to contribute technical skills, problem-solving abilities, and a strong work ethic to a collaborative development team. Continuously learning and staying up-to-date with industry best practices and emerging technologies.

PROJECTS

Personal Portfolio https://mahmoudyoussef101.netlify.app/ Displaying my skills using in web development. It includes a brief introduction about me, my projects and the technologies, I've worked with. You'll also find a contact form at the bottom and my social media links below it. Feel free to explore and connect with me.

QuickPizza https:/ quickpizza99.netlify.app/ This project showcases my skills using React, Redux, React-router, ESLint, Tailwind, and Vite. It's a web app to order pizza, you can search, order and follow up with your order, but it's best to try it yourself.

InfinityWeb - Landing Page for A Web Design Agency https:/ infinityweb99.netlify.app/ A landing page for a web design agency, implemented using vanilla JS and Tailwindcss. Showcases the company's ability to display outstanding but also simple design using modern CSS techniques.

EXPERIENCE

AppleCare Technical Expert

Apple Inc.   2021 - 2024

- I Provided expert technical support for Apple customers via phone, chat, and email, resolving hardware and software issues on a range of Apple products (iPhone, Mac, iPad, etc.).
- Diagnosed and troubleshot complex technical issues related to operating systems, applications, and network configurations.
- Assisted customers in configuring and optimizing their Apple devices, ensuring seamless integration with iCloud, Apple ID, and other Apple services.
- Guided users through step-by-step solutions, helping them resolve issues with software updates, device performance, and connectivity.
- Documented customer interactions and technical resolutions in the AppleCare system, ensuring accurate records and high-quality support.
- Collaborated with cross-functional teams to resolve technical escalations and improve product functionality.
- Maintained up-to-date knowledge of Apple products, services, and new technologies to deliver accurate and efficient support.
- Consistently met or exceeded customer satisfaction and performance targets, contributing to the overall success of the team.