

Mira Emad El-Atky

Professional Summary

Dynamic and detail-oriented **Computer Engineer** with expertise in **full-stack web development**, complemented by a strong foundation in **merchandising, marketing, project management, and leadership**. A **certified full-stack developer**, driven by a passion for continuous learning and innovation in the tech industry. Known for **effective communication** and a **collaborative mindset**, consistently delivering high-quality solutions that align with business goals. Currently excelling as a **Business Application Support Engineer** at **Mantrac Group**, with a proven ability to drive business success through **technical proficiency** and a commitment to **team collaboration** and **operational efficiency**.

Professional Experience

Mantrac Group - Business Application Support Engineer

Alexandria, Egypt

07/2023 – Current

- Worked closely with developers to provide feedback on application designs based on user requirements.
- Addressed technical issues and guided end users through resolution.
- Increased customer satisfaction by providing exceptional support and resolving issues quickly.
- Supported software integration and implemented maintenance enhancements.
- Contributed to the successful completion of numerous projects by meeting deadlines and working effectively under pressure.
- Strengthened client relationships through effective communication and prompt resolution of concerns.
- Developed multiple innovative Service Now features for enhancement of website

Online Brand(Queendom) - Sales and Operation Representative

Alexandria, Egypt

05/2023 – Current

- Placing orders and follow-up full execution.
- Took ownership of customer issues and followed problems through to resolution.
- Actively listened to customers, handled concerns quickly, and escalated major issues to the supervisor.

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📍 Alexandria, 21112

Websites and Profiles

- <https://miraa21.github.io/My-Portfolio/>
- <https://www.linkedin.com/in/mira-elatky-43345624a/>
- <https://github.com/Miraa21>

Education

09/2022

Arab Academy For Science And Technology

Alexandria, Egypt

Bachelor of Engineering Technology:
Computer Engineering

- Accumulative GPA 3.6 | Very Good with Honors
- Member of Planning Committee
- Member of Organization Team
- Member of Hands Team

07/2017

International Liberty School

Alexandria, Egypt

High School Diploma

- Accumulative GPA 3.9

Skills

- Full Stack Web Developer: MySQL, React, Django
- Source and Version Control: Git, GitHub

- Created Reports to monitor orders
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.

Project Management Institute - Project Management Intern

Alexandria, Egypt

07/2020 - 07/2020

- Tracked project performance to analyze successful completion of short- and long-term goals.
- Identified project scopes, constraints, risks and deadlines.
- Analyzed project performance data to identify areas of improvement

Arab Academy for Science Technology and Maritime Transport - Leadership Development Intern

Alexandria, Egypt

07/2020 - 07/2020

- Gained experience in creating organization efficiencies and engaging to deliver better results.
- Established intermediate knowledge to Identify and improve leadership style.

Unilever - Marketing and Merchandising Intern

Alexandria, Egypt

07/2019 - 09/2019

- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Inspected merchandise for quality and arranged proper display location on floor.
- Monitored inventory levels and kept adequate stock in product displays on sales floor.
- Monitored and analyzed sales records and consumer purchasing trends.
- Verified products appeared at correct locations in proper quantities.
- Monitored launching of 2 new products and joined team to find best way to introduce it to market with contribution with marketing agency
- Analyzed customer feedback and shopper trends to inform display designs
- Collaborated with store managers to determine best placement for merchandise displays

Accomplishments

- Used Microsoft Excel to develop inventory and order tracking reports.
- Collaborated with team of 3 in the development of Smart Garage Door website.
- Collaborated with team of 2 in the development of Event Planning Website.
- Collaborated with team of 5 in the development of Web-Based Monitoring System for Online Education.
- Certified in Web Development by Udemy in "The complete 2022 Web Development Boot-Camp"

- Familiar Programming Languages: Java, C#, Python
- Databases: SQL Server, MongoDB
- Organization and Time Management
- Multitasking Abilities
- Self-Motivated
- Teamwork and Collaboration
- Excellent Communication
- Presentation and Public Speaking Skills
- Attention to Detail
- Flexible and Adaptable
- Customer Support
- Technical Troubleshooting
- Technical issue resolution

Certifications

- Certified Full Stack Web Developer by Amit

July 2024

- Certificate of appreciation for outstanding performance in 1st IEEE WIE workshop contributing to "Ethics in Artificial Intelligence", IEEE WIE ALEX SUBSECTION - February 2022
- Presentation and Public Speaking - July 2013
- Semas Solving Mathematical Problems - July 2012
- Techno kids Little Inventors - July 2010

- React by Udemy- The Complete Guide (incl Hooks, React Router, Redux)
 - FullStack Web Development diploma by AMIT
 - Google Data Analytics Professional Certificate, Coursera
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Projects

- Created MultiLevel Brick Breaker suing Unity
- Created Library Managing System usinf Java
- Created Smart Garage Door Website using HTML, CSS, JS
- Created Event Planning Website using HTML, CSS, JS
- Create a user portfolio using HTML, CSS, JS
- Created 2 ecommerce Websites using React,Django, MySQL
- Created Smart Monitoring System for online Education using ReactJS