








# Mohamed Bakr

## Backend developer

 m.salahbakr2000@gmail.com  01012325499  Maadi, Cairo, Egypt  exempted

 20/12/2000  linkedin.com/in/mohamed-bakr-13a346209  github.com/MohamedSalahAbdallah

### Profile

Graduate with a GPA of 3.06 and top performance on my A+ graduation project. Eager to apply my skills in Laravel, PHP, MySQL, JavaScript, HTML, and CSS. Committed to learning and contributing to innovative projects in a supportive team environment.

### Education

#### BA of Computer science

Modern Academy Faculty of computer science

2019 - 2022

Cairo, Egypt

### Professional Experience

#### Concentrix

06/2023 - 11/2023

*Customer Service Representative*

Answered constant flow of customer calls with minimal wait times.

Answered customer telephone calls promptly to avoid on-hold wait times.

Updated account information to maintain customer records.

Participated in team meetings and training sessions to stay informed about product updates and changes.

Met customer call guidelines for service levels, handle time and productivity.

#### MZ Conference Organizer

06/2021 - 12/2021

*IT Technician*

Maintained office PCs, networks and mobile devices.

Set up PCs, projectors, and microphones for use in video conferencing rooms.

Monitored systems in operation and quickly troubleshoot errors.

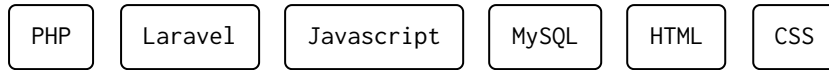
Installed and configured operating systems and applications.

Installed, configured and maintained computer systems and network connections.

Diagnosed and troubleshoot hardware, software and network issues.

Configured systems according to prescribed software and hardware frameworks.

## Skills



## Certificates



- Full-stack web development