

Mosaab Mohamed Ebrahim Osman

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Military Service: Fulfilled

Programming Languages & Skills

1) HTML

- Template Engine: PugJs

2) CSS

- Pre-processor: Sass
- Frameworks: Bootstrap & Semantic-ui

3) JavaScript

- Basics, Dom, Bom, OOP and Es6
- JQuery
- Framework: ReactJs & Redux

4) Other Skills

- GulpJs
- Webpack
- GitHub

Work Experience:

- **Front End developer (Internship)**

Eraasoft

March 2021 – June 2021

- **Account Manager**

Hindawi publishing corporation

July 2018 – Present

Responsibilities:

1. External communication with researchers regarding their submitted articles, assigning their article to the editors and reviewers in order to proceed with the review process after checking whether they comply with the requested qualifications.
2. Acting as liaison between researchers, editors and reviewers during the whole process to ensure its completion in a timely manner and to provide assistance regarding any inquiries.
3. Working collaboratively with other internal divisions to ensure the publication of the accepted articles, and handling all issues that might emerge during the process.
4. Handling special tasks assigned by the team manager.

- **Field Researcher Executive Ipsos Company**

Jan. 2016 – December 2016

Responsibilities:

1. Conduct effective market research or client satisfaction surveys via mail, telephone or in-person.
2. Abide by the quality excellence procedures and apply them effectively, with the ability to adapt to changing business needs.
3. Learn and demonstrate industry and client understanding while effectively maintaining client relationships within the organisation and with external suppliers.

- **Customer Service Representative**

Vodafone Egypt at Wasla Outsourcing company

Oct 2015 – Jan 2016

Responsibilities:

1. Attending customer's inquiries by fulfilling their requirements, solve their problems, follow up their cases, and update them.
2. Manage and meet customer expectations
3. Sustain high customer satisfactory service level
4. Ensure customer satisfaction to retain customer
5. Implement Customer Service KPIs
6. Collaborate with the team to achieve the team objectives

Education:

- 1) Front-End web development Nanodegree – Udacity 2021 <https://confirm.udacity.com/9SRDPJQK>
- 2) Bachelor's degree in Political sciences - Faculty of Economic and Political Sciences 2016
Major: Political Sciences,
Minor: Public administration
Grade: Good

Personal Skills:

- Communication & Collaboration
- Critical Thinking & Problem Solving
- Adaptability & Exhibiting Discipline
- Initiative & Fast learning