Ahmed Azab Saeed Abdel-latif

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OBJECTIVE

Results-driven IT professional with expertise in customer service, core banking systems, and front-end development. Looking to leverage data analysis skills to enhance product management and drive customer satisfaction in an innovative organization. Committed to continuous improvement and delivering high-quality solutions in dynamic environments.

EDUCATION

South Valley University   **Qena**

Specific Education - Information Technology   *Graduation Date: 2019*

WORK EXPERIENCE

Customer Service & Market Analyst   **Qena**

Agricultrual Bank of Egypt   *Sep 2024 - Present*

- Resolve customer inquiries and analyze feedback for product improvements.
- Collaborate with teams to align products with needs and regulations.
- Monitor product performance and support marketing campaigns with insights.

Core Banking Specialist   **Qena**

Agricultrual Bank of Egypt   *Feb 2023 - Sep 2024*

- Provided technical support for the Finacle core banking system.
- Managed data migration from Arabank to Finacle, ensuring accuracy.
- Collaborated with IT and banking operations to enhance services.

Technical Support   **Qena**

Xceed   *Mar 2022 - Dec 2022*

- Assisted customers with internet connectivity issues via phone.
- Diagnosed and resolved network problems and software issues.
- Escalated complex cases and documented customer interactions

for future reference.

- Provided recommendations to improve internet performance.

Sales Specialist   **Cairo**

Dream 2000 Stores   *Oct 2021 - Mar 2022*

- Assisted customers with electronics purchases, providing product details and demonstrations.
- Handled inquiries, payments, returns, and exchanges while staying updated on product offerings.
- Collaborated with the team to meet sales goals and maintain a positive environment.

Data Entry   **Qena**

Real Estate Tax Authority   *Jan 2020 - Oct 2021*

- Entered and updated property tax data from paper records to digital systems.
- Ensured data accuracy and confidentiality while resolving discrepancies.

CERTIFICATES

- **Software Development Fundamentals**
  Information Technology Institute (ITI):

Gained foundational knowledge in software development, including programming concepts, algorithms, and data structures.

The program emphasized hands-on experience in coding and debugging, preparing me for real-world challenges.

Graduated in March 2022.

- **Front-End Web Development**

  Digital Pathways For Employment (DPE):

  Focused on HTML, CSS, and JavaScript to create responsive web interfaces.

  The program included practical projects that enhanced my skill and preparing me

  for a career in web development.

  Graduated in June 2023.

SOFT SKILLS

- Communication
- Problem-Solving
- Committed
- Innovative & Dynamic
- Passionate & Frindly

TECHNICAL SKILLS

- Microsoft Office
- HTML5 & CSS3
- JavaScript & Github
- WordPress
- Troubleshooting

PROJECT EXPERIENCE

Nike Store   **Qena**

Front-End develpoer   *Feb 2022 - Mar 2022*

- Implement The HTML5 and CSS3 code
- Assistance in preparing sources and JavaScript code
- https://github.com/AhmedAzab10/ITI-Project.git

Khan Academy   **Qena**

Wordpress designer   *Jan 2022 - Mar 2022*

- Implement Plugins & Themes
- Custom HTML, CSS code

LANGUAGES

- Arabic: Native
- English: Intermediate