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WORK EXPERIENCE

Breadfast, Cairo, Egypt (*Hybrid*)

Support Software Engineer — 05/2023 - Present

- Collaborated with development teams to reproduce bugs, offering feedback and suggesting software improvements, reducing error resolution time by 30%.
- Provided technical support to all departments, including operations, marketing, accounting, HR, and customer experience, diagnosing and resolving software issues related to the Breadfast application, improving response times by 20%, and utilizing Datadog for log management and investigation.
- Acted as the connection between the customer support and software development teams, ensuring clear communication on software bugs, customer feedback, and feature requests, using Jira for documentation and reporting.
- Worked within the ticketing system to prioritize and manage technical issues across the company, consistently maintaining response times under 10 minutes to ensure timely resolutions and minimize downtime.

Customer Experience Associate — 09/2022 - 05/2023

- Handled customer inquiries, providing customer support achieving a 95% customer satisfaction rating.
- Collaborated with operations, logistics, and IT teams to ensure smooth service delivery and resolve customer issues, reducing average response time by 15%

Retink Media, Germany (*Remote*)

Frontend Software Developer Intern 01/2022 - 5/2022

- Assisted in building responsive, interactive websites using React, Gatsby JS, JavaScript, and Tailwind CSS, improving website performance by 20% through optimized code and reduced page load times.
- Collaborated with senior developers on front-end projects, learning and implementing best practices for state management and component-based architecture.

About Me

I am a self-taught Frontend Developer with a background in software support engineering, seeking transition into a full-time development role. I have hands-on experience in building responsive web applications using React, TypeScript, JavaScript, and CSS frameworks, and Redux. Strong focus on user experience, state management, and efficient project execution. Adept at problem-solving and leveraging tools like Git and Jira to enhance workflow. Eager to contribute technical expertise and drive impactful solutions in a fast-paced environment.

EDUCATION

B.S. in Aquatic Science – Kafr El Sheikh University, Egypt

Frontend Developer Nanodegree – Udacity

SKILLS

Languages: HTML5, CSS3, JavaScript, TypeScript

Frameworks/Libraries: React, Gatsby JS, Tailwind CSS, Bootstrap

Tools: Git, NPM, Jira, Restful API, Datadog, VS code

Other: Responsive Design, Cross-Browser Compatibility, Version Control

Soft Skills: Problem-solving, teamwork, communication, adaptability, Attention to details, time management

PROJECTS

Shop CO — Ecommerce platform for electronic products.

[Live](#) | [GitHub Repo](#)

- Built an e-commerce platform with features like user authentication, product search, add-to-cart functionality, product search, and filtering
- Utilized technologies like React, TypeScript, Tailwind CSS, and Redux Toolkit to ensure state management and responsive design across devices.

Rick and Morty — Search Engine for The Rick and Morty show characters

[Live](#) | [GitHub Repo](#)

- Built a character search engine for 1000+ characters from the Rick and Morty show with advanced filtering options for accurate results.
- Developed using React and Tailwind CSS, maintaining the search functionality from the API to the end user in a well-designed single-page application (SPA).