

Senior Advisor Senior Advisor Front End Developer with focus on customer service Austin, TX
Authorized to work in the US for any employer Work Experience Senior Advisor General Motors -
Austin, TX July 2019 to Present Worked on more than 60+ cases to resolve for customers and
dealerships. Made outbound calls/Email to Customers and Dealerships following GM policy to
determine case by case final resolution. Provided customers with information about Warranties
and Financial support for repairs. Front End Developer Rand Capital - Austin, TX November 2018 to
Present 669) 213-8938 Team. Developed landing pages, dashboards and online E-mail
applications using Javascript, Angular and JQuery. heshama.abdalla@gmail.com Designed,
implemented and monitored web pages LinkedIn and sites for continuous improvement.
www.linkedin.com/in Tech Support General Motors - Austin, TX March 2019 to July 2019 Received
inbound calls from customer all over the USA including Canada. Supported more than 200+
OnStar customers each day with GM internal tools to diagnose and solve problems professionally
and timely manner. Solved technical issue (WIFI, Bluetooth, Hands Free calling, Signal
withdraws, Emergency requests). Made sales for WIFI packages and Hands free calling Minutes
to GM customers. Full Stack Developer Pre-Rec, Inc - New York, NY July 2018 to July 2018
Presented drawings to project managers and incorporated recommended changes. Drove reliability
and profitability through introduction of recommending system. Performed analysis on landing page
technical designs and prototypes in development stage. Kept project on schedule and within
budget while serving as project scrum master. Front End Developer Numie 2017 to July 2017
Numie, Remote Worked in Agile-driven environment to effectively maintain project timelines and
utilize available resources. Designed and updated layouts to meet usability and performance
requirements. Produced websites compatible with multiple browsers. Consulted with customers to
gather requirements and discuss design choices. Full Stack Engineer Los Altos Dental Care - Los
Altos, CA 2016 to February 2017 Developed and implemented process flow improvement and
standardization projects. Launched 4 new website and blogs incorporating the latest social media
applications Managed multiple projects with a team of backend engineers and QA from planning to
the website launch Web Developer ChangeForge - San Francisco, CA 2016 to October 2016

Designed sites to be compatible with top browsers, including Firefox, Chrome and Safari. Analyzed requirements and designed, developed and implemented software applications for multiple websites. Full Stack Web Developer Coding Dojo - Silicon Valley, CA 2015 to June 2016 Developed applications in various stacks LAMP, RUBY ON RAILS, MEAN Collaborated, worked in variety of projects on daily basis including mentoring Content Review Specialist Google - Mountain View, CA 2014 to March 2015 Managed quality assurance program including on site evaluations, internal audits and customer surveys. Participate in day to day operations supporting a multinational tech company's social media product Collaborate with various cross functional teams to ensure curated content meets team goals Attain daily productivity goals while maintaining quality standards Worked in fast-paced, goal oriented team Web Search Specialist Yahoo - Sunnyvale, CA 2013 to January 2014 Moderated the gaming community in forums, games, and social media Mediated complaints when players had issues and identified/reported bugs Made suggestions to improve the game with regard to design, UI, and UX Education Associate Skills UI, Front-End, React, Javascript

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