Yousef MISHAEL
CRM & Full-Stack Developer

Palestine, Ramallah • yousef.mishael1998@gmail.com • + 970 (597) 515-227

[Linkedin]

PROFESSIONAL EXPERIENCE

JAWWAL PALESTINE TELECOMMUNICATIONS   **Palestine - Ramallah**
Siebel CRM Developer   **07/2023-Present**

- Led the enhancement of existing **CRM workflows and automation processes**, resulting in improved efficiency and a reduction in manual tasks by over 20%.
- Promoted within 12 months due to strong performance and organizational impact (one year ahead of schedule)
- Developed strategic insights across 5 product teams, including revenue, marketing and operations departments

FREELANCE   **Palestine - Nablus**
Full-Stack Developer   **01/2022-Present**

- Developed and deployed full-stack web applications using **React JS** for the frontend and **Java Spring Boot** for the backend.
- Designed and implemented **RESTful APIs** to enable seamless communication between the frontend and backend systems.
- Collaborated with clients to gather requirements, deliver customized solutions, and ensure project success.
- Optimized application performance and scalability, ensuring a smooth user experience across devices.
- Integrated third-party services and APIs to enhance application functionality and user engagement.

QUARTZ TECHNOLOGIES   **Palestine - Nablus**
Frontend Developer   **03/2023-06/2024**

- **Developed and implemented business requirements** using **Angular**, focusing on creating dynamic, responsive, and user-friendly interfaces.
- Collaborated with backend teams to integrate APIs and ensure seamless data flow, enhancing overall application performance

PALESTINIAN TELECOMMUNICATION COMPANY - PALTEL   **Palestine - Nablus**
Siebel CRM Developer   **01/2022-03/2023**

- Developed and customized business processes by leveraging **Siebel eScript** and **PL/SQL** to optimize functionality and meet evolving business needs.
- **Designed and implemented Inbound/Outbound Web Services** in Siebel CRM to streamline integration and communication with Middleware systems, ensuring efficient data flow and operational efficiency.
- Collaborated with cross-functional teams to gather requirements and deliver CRM enhancements that improved customer experience and business performance.

GAZZA SKYGEEKS   **Palestine - Nablus**
Frontend Developer Trainee (React JS)   **09/2022-01/2023**

- Developed a fully functional **e-commerce website** using **React JS**, applying best practices in frontend design and development.
- Integrated a **fake eStore API** to simulate product listings and transactions, enhancing the project's functionality and user interaction.
- Strengthened expertise in **SASS** to improve styling efficiency and project scalability.

- Delivered a comprehensive final project utilizing **Context API**, **Hooks**, and **Redux**, showcasing advanced state management techniques in React.

FREELANCE   **Turkey - Istanbul**
Frontend Developer Trainee (React JS)   **07/2021-08/2021**

- Transformed static web designs from **images** into a fully functional **React.js** project, ensuring responsiveness and user-friendly interface.
- Integrated the frontend with a **RESTful API**, enabling seamless communication between the web application and backend systems.
- Applied efficient coding practices to deliver a high-quality, production-ready website within a tight timeline.

FREELANCE   **Turkey - Istanbul**
Mobile App Developer   **04/2021-06/2021**

- Developed a cross-platform **e-commerce mobile app** using **React Native**, replicating features from the previously built website for a seamless mobile user experience.
- **Integrated the app with backend systems via RESTful APIs**, ensuring real-time data synchronization and smooth communication between the frontend and backend.
- Focused on performance optimization and responsive design to deliver a fast, intuitive, and scalable mobile solution.

FREELANCE   **Turkey - Istanbul**
Frontend Developer   **01/2021-04/2021**

- Built a fully responsive **e-commerce website** using **HTML5**, **CSS3**, and **React.js**, delivering a modern and engaging user interface.
- Integrated the frontend with the backend through **RESTful APIs**, enabling efficient data flow and dynamic content updates.
- Ensured cross-browser compatibility and optimized the site for performance, contributing to an enhanced user experience and smoother operations.

EDUCATION

ISTANBUL SABAHATTIN ZAIM UNIVERSITY   **Turkey - Istanbul**
Computer Engineering (Bachelor Degree)   **2016-2021**

TECHNICAL SKILLS

- **CRM Development**: Siebel eScript, Siebel CRM
- **Backend Integration**: RESTful APIs, Web Services (Siebel)
- **Web Services & Middleware**: Inbound/Outbound Web Services, Middleware integration (Siebel)
- **Frontend Technologies**: HTML5, CSS3, React js, Angular, SASS
- **Backend Technologie**s: Spring boot
- **Mobile Development**: React Native
- **State Management**: Redux, Context API, Hooks
- **Version Control**: Git, GitHub
- **Database**: SQL, PL/SQL
- **Cross-Platform Development**: React Native
- **Performance Optimization**: Web and mobile app performance tuning
- **UI/UX Design**: Responsive design, cross-browser compatibility

SOFT SKILLS

- Problem-solving
- Time management
- Communication and collaboration
- Teamwork
- Client relationship management
- Attention to detail
- Adaptability to new technologie

PROGRAMMING LANGUAGES

- **JavaScript**
- **eScript**
- **PL SQL**
- **Java**

CERTIFICATIONS

- Frontend Development With React (01/2023)   *GSG*

- React + Redux (08/2022)   *Sololearn*
- Sıfırdan React ve Context API (01/2021)   *Udemy*
- Etik Hacker Olma Kursu - Seviye 2 : Ağ İçi Saldırılar (02/2020)   *Udemy*
- Etik Hacker Olma Kursu (01/2020)   *Udemy*

LANGUAGES

- Arabic - Native or Bilingual Proficiency
- Turkish - Native or Bilingual Proficiency
- English - Professional Working Proficiency

REFERENCES

- Ahmad Azzam - CRM Consultant

  - https://www.linkedin.com/in/ahmad-seddeh-40310517/

  - Whatsapp: +970592221366

- Sami Khwaireh - Fullstack Developer:

  - https://www.linkedin.com/in/samikhwaireh/

  - Whatsapp: +970597837322