

Ganna Ahmed Ibrahim

 gannahmed551@gmail.com |  +20 1010977951

 [LinkedIn: ganna-i-65b4b420a](#)

Professional Summary

Motivated and detail-oriented aspiring front-end developer with a strong foundation in business technology and customer service. Passionate about creating intuitive, user-friendly digital experiences and committed to continuous learning and growth in the tech industry. Seeking opportunities to contribute to innovative projects and advance professionally in front-end development.

Work Experience

Customer Service Representative

Noon – UAE & Saudi Arabia

September 2023 – March 2024

- Provided dedicated support for Noon Minutes services in the UAE and Saudi Arabia, ensuring prompt and effective resolution of customer inquiries.
- Maintained high levels of customer satisfaction through clear communication and efficient problem-solving.
- Collaborated with regional teams to enhance service delivery and streamline operational processes.

Front-end Developer

Freelance – Fiverr

Nov 2022 – September 2024

- Managed project and web strategic planning for entire team to determine next course of action.
- Designed layout and graphics to enhance aesthetics and appearance of website
- Researched new programming languages, frameworks and technologies to stay abreast with latest trend.
- Created backup files on servers and directories to avoid data loss.

Education

Canadian International College (CIC)

Bachelor of Business Technology

- Focused on integrating business strategy with emerging technologies.
- Participating in extracurricular workshops related to front-end development and digital innovation.

Certifications

Intro to Web Development

GOMYCODE – October 2021

Front-end Diploma

ITSHARE – November 2022

Skills

Technical Skills

HTML, CSS, JavaScript

Soft Skills

Communication

Languages

Arabic (Native)

React

Problem-solving

English (Fluent)

UI/UX Fundamentals

Adaptability,

Teamwork