



ABDEL-RAHMAN AHMED

Maadi, Cairo

+2 01069225161

Married

Abdelrahman.farag84@gmail.com

ABDEL-RAHMAN AHMED

FRONT END Developer

Profile

I am fast learner front end developer, powered with most current tools (Bootstrap, JQuery, React).....I have strong passion for software development, which is demonstrated through self-study, and the power to transform knowledge to practice. Working with mindset of continues learning to keep improving my skills.

SKILLS

HTML, & CSS
Bootstrap
JAVASCRIPT
Jquery
JAVA, Experience with Android Studio IDE
Python
SQL (basic knowledge)
GIT
<https://github.com/abdelrahman84>

EDUCATION

UDACITY-Full stack development courses

Microsoft Professional Program for Front-End Web Development (in progress)

1M Arab Coders: Android Development Program

BACHELOR OF CHEMISTRY AND APPLIED CHEMISTRY HELWAN UNIVERSITY-2009

Experience

LEAD CUSTOMER SERVICE COORDINATOR

SEALED A I R - DIVERSEY UAE (OCT 2017-Present)

1. First point of escalation when a CSR is unsure in a situation. Providing advice and guidance on how to approach and address issues.
2. Plans and prioritizes work to meet commitments. Manages and redistributes the workload of the team on a day to day basis as required to ensure all work is completed in time, taking into account annual leave or unplanned sick leave.

3. Guides team members to improve the understanding of common goals, procedures and processes.
4. Ensures that orders are processed accurately and efficiently and any queries are dealt with in a timely manner.
5. Ensures all documentation and records are accurate, easy to access and correct.
6. Implementing improvements to both our existing processes and for communication with customers and other department.
7. Manages complex situations and effectively solve problems by using existing precedents or procedures.

SENIOR CUSTOMER SERVICE COORDINATOR

SEALED A I R - DIVERSEY UAE (MAY 2016-OCT 2017)

CUSTOMER SERVICE COORDINATOR

SEALED A I R - DIVERSEY UAE (MARCH 2016 – MAY 2017)

Working for Diversey UAE, with Major and key customers for cleaning, sanitation and hygiene solutions and products. My daily tasks include the following:

- 1- Processing customers Purchase orders through ERP system
- 2- Responding to customers inquiries (emails & calls).
- 3- Coordinating with logistics team for deliveries, and follow up with them for any late delivers.
- 4- Monitoring shortage items, and follow up with Supply chain for Purchase requests.
- 5- Doing credit notes for returned items, and managing returned stocks.

EDITORIAL QUALITY ASSURANCE SPECIALST

HINDAWI PUBLISHING CORPORATION (APRIL 2015-MARCH 2016)

- 1- Performing Quality Check for accepted manuscripts, to make sure that they are accepted with the required quality.
- 2- Check previous correspondence for each manuscript to make sure that they adhere to our quality standards.
- 3- Coordinating and following up with other departments to rectify any errors.

EDITORIAL ASSISTANT

HINDAWI PUBLISHING CORPORATION (MARCH 2013-APRIL 2015)

- 1- Communicating with authors, editors, and reviewers and responding to inquiries
- 2- Performing some checkups on submitted manuscripts

- 3- Managing the timeframe of the editorial workflow at all stages
- 4- Assuring that editorial policies are being followed by all users
- 5- Sending reminders to authors, reviewers, and editors, following the editorial workflow
- 6- Managing the internal process of accepted manuscripts (handling materials provided, galley proofs sent)
- 7- Coordinating with other departments (Information system, Production, and Business development)
- 8- Raise-up urgent and not ordinary cases to Publishing Editor
- 9- Doing regular tests for user interface before deploying any changes/updates in the Manuscript Submitting system

SUPPLY CHAIN PLANNER

PROCTER AND GAMBE (P& G) (DECEMBER 2012-MARCH 2013)

SIP PLANNER

CUSTOMER SERVICE AND SALES REPRESENTATIVE

TELEPERFORMACE (EXPEDIA CANADA & WIND CANADA) (JUNE 2010-JULY 2012)

- 1- Handling technical issues, billing, general inquiries in the wireless industry (Wind Canada)
- 2- Receiving inbound calls from residents of Canada (Mostly and from the United States) in the travel industry. (Expedia.ca Project)

MEDICAL REPRESENTATIVE

3A MEDICAL (SEPTEMBER 2009-MARCH 2010)

- 1- Promotions of medical products to doctors through outdoor visits.
- 2- Achieving monthly targets through following up with doctors' prescriptions, pharmacists and pharmacies.

TRAINING

Customer Service Excellence

Training institute: Diversey Sealed Air

Tropsim

Training institute: Hindawi Publishing Corporation

Art of Thinking

Training Institute: Hindawi Publishing Corporation

Communication with Confidence

Training Institute: Hindawi Publishing Corporation

ISO 9001:2008 Quality System Certification-Internal Auditor.

(Certificate)

Issued in: September 2014

TOEFL Exam (580) (Certificate)

Issued in: February 2013

Tico (Travel Industry Council Of Ontario) (Certificate)

LANGUAGES

ARABIC: FLUENT

ENGLISH: FLUENT

HOBBIES AND INTERSETS

Bicycling, Running, Swimming, Hiking, and weight lifting-MEMBER OF WADI DEGLA SPORTING CLUB, Animation (Naruto)