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Position: Software Engineer | Full Stack Web Developer | Data Analyst
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Nationality: Egyptian - Irish Citizen



PROFILE:

Detail oriented professional currently working as Software Engineer at energy provider company translating the knowledge obtained into automated trading strategies in collaboration with the software development, established and maintained a stack of Python /SQL/PHP/JavaScript to import/process/display and store the data, resourceful with academic performance background in full stack web development technologies focused on frontend, software development and software Testing.

Certifications & Experience :

- Python / SQL / PHP
- HTML /CSS / Bootstrap / JavaScript / jQuery / WordPress
- Anaconda Navigator / Jupyter Notebook / Pandas / NumPy /Spyder
- Java Programming, Git, cPanel
- Knowledge of Angular / React / Agile / Apache / XAMPP
- Windows and iOS operation system / Microsoft Office 365 / PowerPoint / Excel
- Eclipse IDE/ IntelliJ IDEA /Jshell /Sublime text /Terminal/ Visual Studio Code
- Google My Business / Google AdWords / Google Analytics / Google Maps / Apple Maps
- Higher Certificate in Computer Science
- Diploma in software development

Experience:

Software Engineer at Enerco Energy

Mar 2020 - Present

- Supporting the development team, enhancement, and test development
- Translate knowledge, analysis into trading strategies using machine learning techniques
- Established and maintained a stack of Python /SQL/PHP/JavaScript to import/process/display and store data pertaining to trading and settlement of power in the Irish energy industry
- Creating Python scripts and connection with SQL to output daily reports into xlsx/csv files
- Identified and captured real-time value in the Irish energy and collaboration with the software
- Trading analysis and decisions and data science
- Executing strategies and managing power portfolios

Technology Used: Python /SQL/PHP/JavaScript/ Anaconda Navigator / Jupyter Notebook / Pandas / NumPy/ Apache / XAMPP/ Microsoft Office 365 / PowerPoint / Excel / Visual Studio Code/ Command prompt

Language Engineering & Software Testing at GlobeTech / Apple

Oct 2017- Feb 2020

- Building number of applications and platform solutions that works across (iOS, OS X, Web)
- Conversational AI and semantic artificial intelligence
- Interactive voice response and speech recognition plus voice recognition

- Natural language processing (NLP)
- Work on many high-impact projects that serve various Apple lines of business
- Working on applications that incorporate the best user experience patterns and technologies
- Performing quality-assurance testing on target-language applications.
- Hand on testing new features of Apple specific applications and development
- Analysing data in given language and identifying potential issues
- Managing workload effectively, consistently meeting project milestones
- Extending linguistic and domain coverage, writing test cases for new usage scenarios

Technology Used: Apple internal tools

Data Analyst & Map Editor at GlobeTech / Apple	Sep 2016 - Sep 2017
<ul style="list-style-type: none"> • Work closely with developers, managers & customers to help define requirements, Improvements and run the Data Transfer process • Focus on Data Transfer / Conversion Tools in place as well as the integration tool. • Report to the systems manager and work with a wide range of stakeholders. • Analyse and provide feedback on Maps data using an online tool • Check the results returned to users and confirm this is the best fit for the users • Work as part of a multinational team and meet both individual and team goals • Understanding Apple products and Customer expectation 	

Technology Used: Apple internal tools

Senior Technical Account Manager & Workflow Lead at Arvato / Google	Jan 16 - Sep 2016
<ul style="list-style-type: none"> • Manage a high volume of customer cases to resolution • Encompass the role of technical consultant during client projects and internal tasks • Act as escalation point for support issues for all internal systems application • Quality feedback, performance plans / Follow up / Productivity/ Workflow • Using the company's performance management program appraise, coach & provide feedback. • Monitoring and regular reporting of activities within the team • Use internally developed applications to generate quality reports • Ensure timely turnaround of customer queries and compliance of operational SLA's & KPI's 	

Technology Used: Google internal tools

Clients Technical Account Manager & URL Migration at Arvato / Google	Apr 2015 - Jan 2016
<ul style="list-style-type: none"> • Managing customer queries through several forums, email, chat, and phone • Manage a high volume of 'customer cases' to resolution • Process customer requests for business listings on internet search engine and maps • Help customers work systematically through technical problems and improve their business • Taking ownership of ongoing customer issues from start to successful completion • Preparing customers for URL upgrade and preparation of spreadsheets for clients 	

Technology Used: Google internal tools

Inside Sales Representative at Phone Watch Ireland	Jul 2014 - April 2015
<ul style="list-style-type: none"> • Building and developing business relationships • Meeting and exceeding sales targets • Reporting problems as necessary to minimize impact to clients • Researching and resolving client complaints and concerns 	

Education:

- Cork Institute of Technology - Higher Certificate in Computer Science 2019 - 2021
- Code Institute - Diploma in software development. 2019 - 2020
- October 6 University - Bachelor's degree in Hotels Management 1998 - 2002

Languages:

- English - (Fluent)
- Arabic - (Mother tongue)
- Lithuanian – (Conversational)

Courses:

- Front End Development.
- Full Stack Web Development.
- Software Development
- Object Oriented Programming
- Programming Fundamentals
- Web Development Fundamentals
- Computer Operating Systems

Skills:

- Team Player with excellent problem solving, Self confidence and excellent Interpersonal Skills
- Technical background as well as good verbal and written communication skills.
- Flexible and always ready to help and support others with respect
- Experience in Full Stack web development, software testing and data analysis
- Excellent experience in sales and negotiation skills, Escalation Management & Troubleshooting
- Excellent relationship Building and Client Relations

Employment:

- Available to work in company office or working remotely, can travel with work if it requires
- Permanent contract or fixed-term contract, also can work on daily rates contract

Honors Awards:

- Author of 'Still Standing' Book Published in the USA, UK

Interests:

- Gym - Martial Arts - Krav Maga - Boxing - Cooking - Cultures - History