

# Ahmed Hisham

## Technical Support Specialist

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Skilled and detail-oriented Technical Support Specialist with 1 year of experience in providing exceptional technical assistance to customers achieving 98% customer satisfaction, resolving complex hardware and software issues efficiently. Adept at troubleshooting technical problems, diagnosing system errors, and guiding customers through step-by-step solutions. Demonstrated expertise in networking, system configuration.

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## Work Experience

### Technical Support Rep

#### Concentrix + Webhelp

Skilled in providing exceptional technical support for both software and hardware issues, with a focus on troubleshooting and problem resolution. Demonstrated expertise in networking, successfully resolving 90% of customer inquiries on first contact. Effectively communicated complex technical concepts to customers, resulting a customer satisfaction rate of 95%. Adept at collaborating with cross-functional teams to enhance service delivery and improve operational efficiency.

### Customer support consultant

#### Etisalat United Emirates

Dedicated Customer Service Representative with experience at Etisalat, providing exceptional support via chat for a diverse clientele. Skilled in addressing customer inquiries and resolving issues efficiently, achieving a first-contact resolution rate of 85%. Proficient in navigating customer management systems and utilizing CRM tools to document interactions and follow up on queries. Committed to delivering a positive customer experience, resulting in a 90% satisfaction rating. Strong communicator with the ability to convey technical information clearly and empathetically

### Front-End Developer

#### Freelance

Innovative Front End Developer with a strong foundation in HTML, CSS, and JavaScript, dedicated to creating responsive and user-friendly web applications. Experienced in leveraging frameworks such as React and Angular to build dynamic interfaces that enhance user experience. Skilled in collaborating with designers and back-end developers to implement cohesive web solutions, resulting in a 20% increase in user engagement on previous projects. Committed to writing clean, maintainable code and optimizing web performance for improved load times and accessibility.

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## Education

### Bachelor of Science

Al-Azhar University, Jul 2021  
Specialization: Special chemistry

### Diploma in Biochemistry

Beni Suif University, Jul 2023  
Faculty of Science

# Projects

## Ebdaa Techny

Developed a responsive front-end website for a construction and heavy equipment company using HTML, CSS, and JavaScript. Successfully enhanced user engagement by 30% through an intuitive design and seamless navigation. Implemented best practices in web performance, reducing load times by 40% and ensuring optimal functionality across devices. Collaborated closely with stakeholders to meet project requirements, resulting in a 95% satisfaction rate from the client.

## Techno Dashbord

Created an interactive dashboard for data visualization using HTML, CSS, and JavaScript. Enhanced user engagement by 25% with an intuitive interface that allows real-time data interaction. Optimized performance, achieving a 35% faster load time through efficient coding practices and responsive design. Collaborated with users to gather feedback, resulting in a 90% user satisfaction rating for usability and functionality.

## Alexa Portfolio

Developed an engaging portfolio of Alexa skills utilizing voice user interface design principles. Created three interactive skills that increased user engagement by 40% through intuitive voice commands and seamless responses. Achieved a 90% user satisfaction rating based on feedback, showcasing effective design and functionality. Collaborated with users to refine skills, ensuring a responsive experience that meets diverse needs.

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# Skills

HTMLS	UX & UI Design	Technical Troubleshooting
CSS	Photoshop	Communication Skills
JAVASCRIPT	Linux	Problem-Solving Skills
BOOTSTRAP	Python	Time Management
GIT & Github	MySQL	Critical Thinking
Visual Studio code		Customer Focus

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# Courses & internships

• Cloud computing, sprints	Sep-2024
• Linux, sprints,	Jul-2024
• Networking, sprints	Aug-2024
• Security, sprints	Aug-2024
• Database, sprints	Sep-2024
• Web Development, Edx	May-2021
• Graphic Design, Canva	Jan-2021