Ahmed Ibrahim

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Summary

I am a Technical Support Engineer at AVIT - Aviation Information Technology, where I specialize in providing tailored solutions to software and hardware challenges for clients within the aviation industry. With over 7 years of experience in this role, I have honed my abilities in diagnosing complex technical issues, effectively communicating with customers to resolve problems, and collaborating seamlessly with my team to ensure swift and efficient resolutions.

In addition to my role in technical support, I am also a seasoned React JS Developer with over 3 years of experience in crafting responsive and intuitive web applications using the MERN Stack, Redux for state management, and TypeScript for enhanced code readability and maintainability. Throughout my career, I have completed numerous online courses and obtained relevant certifications to continually enhance my expertise in web development.

I am deeply passionate about front-end excellence and performance optimization, constantly seeking out new challenges and opportunities to expand my skills and knowledge in the field. You can explore my portfolio and view my projects at https://ahmedwebdev.netlify.app/ . I look forward to the opportunity to contribute my skills and experience to your team

Experience

Technical Support Engineer

AVIT - Aviation Information Technology

Jan 2017 - Present (7 years 3 months)

-Research and identify solutions to software and hardware issues

-Diagnose and troubleshoot technical issues, including account setup and network configuration

-Ask customers targeted questions to quickly understand the root of the problem

-Track computer system issues through to resolution, within agreed time limits Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue

React Js Developer

Cam4sell

Jan 2023 - Dec 2023 (1 year)

Developed responsive pages for AppTo Rent and Booking's Products, services, and Blog using React.js, Next.js, and Material-UI for the front end.

Actively participated in Agile development processes, contributing, and daily stand-ups to enhance team efficiency

managed app state with the redux toolkit

implement strip for payment

managed the application routing with backend build with express JS and Mongo DB

Senior Software Engineer

PanExcel

Feb 2019 - Apr 2022 (3 years 3 months)

I'm working on the front end side using react with next js and material UI for user interface

Node js back end developer

Ekhliil

Dec 2021 - Feb 2022 (3 months)

building Rest API for mobile application using node Js , express Js &Mongo dB and document API with swagger

mern stack web developer

TTL EGYPT DIGITAL SOLUTIONS

Aug 2021 - Oct 2021 (3 months)

I designed and implement API endpoints for Admin DashBoard using React Js for the application called the online doctor and help CEO to implement new features for the application cooperate with node js back end developer

Satellite Network engineer

Egyptsat Telecom

2012 - 2017 (5 years)

Responsible for designing programs for orbiting satellites. Ensures satellites are functioning properly, creates command systems, and remotely controls satellite activities.

Education

El Shorouk Academy

Bachelor's degree, Electronics and Communication Engineering

2007 - 2012

Five years college program that focus on the conceptualization, design, and development of electronic, computer and communication products, systems, services and processes.

Zero To Mastery Academy

React JS Dev

May 2022 - Present

Code With Mosh

Online course, React Js Dev

Jan 2022 - Present

Academind

React JS + Node Js udemy cources , Computer Software Engineering

Feb 2021 - Feb 2023

Licenses & Certifications

Learning REST APIs - LinkedIn

Node.js, Express, MongoDB & More: The Complete Bootcamp 2020 - Udemy
https://www.udemy.com/course/nodejs-express-mongodb-bootcamp/

Master the Coding Interview: Data Structures + Algorithms - Udemy
https://www.udemy.com/course/master-the-coding-interview-data-structures-algorit

Cisco Certified Network Associate Industrial (CCNA I) - Cisco
Issued May 2015 - Expires May 2018

Learning MongoDB - LinkedIn

Building RESTful APIs with Node.js and Express - LinkedIn

Skills

Problem Solving • Web Technologies • Attention to Detail • Progressive Web Applications (PWAs) •
Redux Thunk • redux toolkit • TypeScript • Interpersonal Skills • Troubleshooting • Technical Support