

# Ahmed Salah Mohamed Bahnasy Mohamed

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🌐 <https://www.linkedin.com/in/eng-ahmed-bahnasy/>

🏠 <https://ahmedsalah117.github.io/personalwebsite> - GitHub: <https://github.com/ahmedsalah117>

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## SUMMARY

As a Front End Web Developer with experience in React JS, I bring a passion for designing and building interactive web applications. I have a strong foundation in HTML, CSS, and JavaScript, and am committed to staying up-to-date with the latest trends and technologies in the field. My experience in building responsive websites and creating visually appealing and user-friendly designs has given me the ability to create functional websites. I am a fast learner, and a team player, and am eager to contribute my skills and knowledge to help build innovative and engaging web applications.

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## EXPERIENCE

### Business Technical Support & Billing Agent

Altice USA

April 2022 - December 2022, Remote

- Represented the First-level of Business customer troubleshooting to Altice business customers, over the phone, for the Altice business Voice, Altice Business Online, Altice One, etc.
- Managed to resolve over 85% of customer issues during first contact, resulting in 98% customer satisfaction ratings.
- Reduced customer waiting times by 20%, shortened customer resolution times by 15%, and successfully processed 95% of all escalated customer cases.

### Corporate Executive Customer Relations Specialist

Altice USA

November 2021 - March 2022, Remote

- Represented the face of Altice USA, ensuring a world-class customer service experience.
- Responsible for resolving the most highly escalated customer-initiated issues received by internal, and partner employees, agencies, and executives to obtain the best possible resolution while maintaining the highest professional standards.
- Improved complaint resolution time frame by 30%, and exceeded customer satisfaction score from 90% to 98%.
- Collaborated with internal departments to provide real-time support, thus addressing and resolving more than 50% of customer issues within one hour.

### Residential Technical Support & Billing Agent

Altice USA

May 2020 - October 2021, Remote

- Successfully resolved technical issues and billing inquiries for a huge number of residential customers on a daily basis, maintaining a customer satisfaction rating of 98%.
  - Consistently met or exceeded monthly performance targets for first-call resolution, and average handling time.
  - Maintained accurate and up-to-date records of customer interactions, technical issues, and billing inquiries in the company's database, ensuring a smooth handoff to other teams or departments as necessary.
  - Consistently received positive feedback from customers and supervisors for excellent communication skills, problem-solving ability, and commitment to providing exceptional customer service.
  - Demonstrated flexibility and adaptability by quickly learning and mastering new technologies, products, and services introduced to the market.
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## PROJECTS

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Check out my personal website that includes a sample of the projects I developed:

• <https://ahmedsalah117.github.io/personalwebsite/> .

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## SKILLS

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**Software:** Html, CSS, Bootstrap, Sass, Responsive Web Design, JavaScript, JavaScript OOP, ES6, Asynchronous JavaScript, AJAX, Parcel, Typescript, ReactJS, Redux, Git, and GitHub.

**Languages:** Fluent In English, Beginner In German, and Native Arabic speaker.

**Soft Skills:** Fast Learner, Good Presentation Skills, Excellent communication skills, Excellent communication Skills, Adaption, and Self-Education.

**Computer Skills:** Microsoft Outlook, Powerpoint, Microsoft Excel, Microsoft Word

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## EDUCATION

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**Front end web diploma | React Js**

Route IT Training Center • Cairo, Egypt • 2022 • Excellent

**Computer Science Fundamentals Diploma**

Route IT Training Center • Cairo , Egypt. • 2022 • Excellent

**Bachelor's Degree In Civil Engineering**

Benha University • Benha, Egypt • 2021 • Good ++