

# Ahmed Bahnasy

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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

Talented Front End Developer with experience in HTML5, CSS3, SASS, Bootstrap, JavaScript, Asynchronous JavaScript, React JS, jQuery, TypeScript, Git, GitHub, Redux, React Query, Styled Components, JavaScript Unit Testing, Responsive Web Design, Supabase backend, WordPress and problem-solving. Proven track record of creating engaging, and optimized web applications through the development of clean, and efficient code. Applying for a position as a Front End Web Developer | React JS to leverage my skills in developing high-quality software.

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## EXPERIENCE

### Senior 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.
- Managed to resolve over 85% of customer issues during first contact, resulting in 98% customer satisfaction ratings.

### Corporate Executive Customer Relations Specialist

Altice USA

November 2021 - March 2022, Remote

- Responsible for resolving the most highly escalated customer-initiated issues received by internal & 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%

### 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 100% or exceeded monthly performance targets for first-call resolution, and average handling time.

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## PROJECTS

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

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

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## SKILLS

Software: Html, CSS, Bootstrap, SASS, Responsive Web Design, JavaScript, JavaScript OOP, ES6, Asynchronous JavaScript, AJAX, Parcel, TypeScript, ReactJS, Redux, React Query, JavaScript Unit Testing, Git, and GitHub, Styled Components, Supabase backend, and WordPress.

**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 ++