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## EDUCATION AND CERTIFICATION:

- Bachelor of sciences, special chemistry department 2011.
- ICDL degree.
- CS50 Certificate. ( computer science )
- (Two Udemy Certificate) Web Development Bootcamp.

## Technology & Skills:

- HTML5 => { CSS3 }
- Bootstrap, MaterialUI.
- Javascript => { React.js. }
- Node.js => { Express }
- Mongoddb.
- Git.
- C & Python & Flask And SQLite general knowledge through CS50 course.
- Ability to work individually and as a cooperative team member.
- Creative and self- motivated& intelligent.
- Interactive, Good listener, Quick learner and Presentation skills.
- LANGUAGE: Arabic And English.

## PERSONAL STATEMENT

Seeking a challenging position with a progressive organization that will effectively utilize my knowledge and expertise where I can grow with the organization and prove to be an asset for its effective functioning, be a team player for the achievement of organizational goals and its success.

## Summary of Experience

It has been my honor to work with:

### Freelancer

As « Web Developer »  
From August, 2020 Till Now.

### FAB (First Abu Dhabi Bank)

As « Insurance Specialist »  
From August, 2018 Till July, 2020.

### Al Tayer Motors

As « Finance & Insurance Coordinator »  
From February, 2018 Till July, 2018.

### UNB (Union National Bank)

As « Sales Officer »  
Form November, 2017 Till February, 2018.

### As « Call center (Outbound) »

From July, 2016 Till October, 2017.

### Hospitality Dynamics Company for consulting

As « Telesales »  
From April, 2015 Till June, 2016.

### Haidylena for advanced medical industries

As « Medical Representative »  
From February, 2012 Till January, 2015.

# My Vision

Over last 9 years i had gained many experiences in different fields as i worked in Programming, Marketing, Sales, Medical and administration which was reason number one to change my life as it is right now. Recently i shifted my career because of my believe that you can spend whole life to find your passion which i was fighting for and finally i found

## HIGHLIGHTS OF EMPLOYMENT

**Freelancer**  
**Web Developer**  
**Cairo, Egypt**

### Duties and Responsibility:

- Website and software application designing, building, or maintaining.
- Using scripting or authoring languages, management tools, content creation tools, applications, and digital media.
- Directing or performing Website updates.
- Resolve conflicts & prioritize needs & develop content criteria & or choose solutions.
- Editing, writing, or designing Website content, and directing team members who produce content.
- Identifying problems uncovered by customer feedback and testing, and correcting or referring problems to appropriate personnel for correction.
- Back up files from Web sites to local directories for recovery.
- Evaluating code to ensure it meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems.
- Maintaining an understanding of the latest Web applications and programming practices through education, study, and participation in conferences, workshops, and groups.
- Developing ideas for new programs, products, or features by monitoring industry developments and trends.
- Determining user needs by analyzing technical requirements.

**First Abu Dhabi Bank (FAB)**  
**Insurance Specialist**  
**Al Ain, UAE**

**Duties and Responsibility:**

- Understand and identify insurance needs of Emirati customers.
- Ability to create an insurance need with customers.
- Manages sourcing in a professional manner.
- Ensures accuracy of all banks forms and documents executed by the customer.
- Ensure optimal utilization of sales tools and resources.
- Ensure minimum targets are met or exceeded.
- Ensures compliance to sales objectives.
- Responds to customer queries in a timely manner and documents complaints/ issues.
- Promote products in line with customer needs.
- Maintain updated knowledge of insurance products and the insurance market trends.
- Manages new insurance policies and Maintain existing policies and claims forms to ensure continuous improvement within the organisation.

**Al Tayer Motors**  
**Finance & Insurance Coordinator**  
**Abu Dhabi, UAE**

**Duties and Responsibility:**

- Identifying customer needs and recommend the best suited finance & insurance options with the highest degree of customer service.
- Contacting the existing customers for renewal of their car insurance and to achieve monthly target.
- Offering vehicle financing and insurance to customers and providing them with a thorough explanation of aftermarket products.
- Seeking new lending institutions and maintaining good working relationships to secure competitive interest rates and financing programs.
- Processing financing and leasing deals accurately and securing approval through the proper federal, state and corporate channels.

- Understanding and complying with federal, state and local regulations that affect the new and used vehicle and finance department.
- Creating and maintaining a program with the sales department that will ensure all new sales are referred to the F & I department.

**Union National Bank  
Sales Officer  
Call Center Representative  
Abu Dhabi, UAE**

**Duties and Responsibility:**

- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers needs, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to up sell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets.
- Monitoring competitor activity and competitors' products.
- Arranging appointments with customer, which may include prearranged appointments.

**Hospitality Dynamics(IHG membership)  
Telesales  
Dubai, UAE**

**Duties and Responsibility:**

- Contact potential or existing customers to inform them about a product or service using scripts.
- Answer questions about products or the company.
- Ask questions to understand customer requirements and close sales.

- Direct assist to the sales team when needed.
- Enter and update customer information in the database.
- Maintains quality service by following organization standards.
- Take and process orders in an accurate manner.
- Handle grievances to preserve the company's reputation.
- Go the "extra mile" to meet sales quota and facilitate future sales.
- Keep records of calls and sales and note useful information.
- Maintains technical knowledge by attending educational workshops; reviewing publications.

## Haidylena for Advanced Medical Industries

### Medical Representative

#### Cairo, Egypt

#### **Duties and Responsibility:**

- Arranging appointments with doctors, pharmacists and hospital medical teams, which may include pre-arranged appointments.
- Building and maintaining positive working relationships with medical staff and supporting administrative staff.
- Managing budgets (for catering, conferences, hospitality).
- Making presentations to doctors, practice staff and nurses, hospital doctors and pharmacists. Presentations may take place in medical settings during the day, or may be conducted in the
- Keeping detailed records of all contacts.
- Reaching (and if possible exceeding) annual sales targets.
- Planning work schedules and weekly and monthly timetables. This may involve working with the area sales team or discussing future targets with the area Team leader or sales manager.
- Regularly attending company meetings and briefings.
- Keeping up to date with the latest clinical data supplied by the company.
- Monitoring competitor activity and competitors products.
- Maintaining knowledge of new developments in the National Health Service (NHS), anticipating potential negative and positive
- Developing strategies for increasing opportunities to meet and talk to contacts in the medical and healthcare sector.