

Amro Mansour

Web Developer

Milan, Italy • +44 747 376 8495 • +39 351 828 3083

amro.mansour03@gmail.com • <https://amro-mansour.github.io/portfolio/>

Full-stack web developer with seven years of experience in sales and customer service. Possess a deep understanding of customers' main pain points and requirements, which leads to developing applications that keep the customer's needs as the primary goal. Also pursued a degree in economics where important analytical and technical skills were gained, allowing for a unique input when tackling projects related to the financial sector.

Web Development Projects

MyFlix, a movie library application

[Live project](#)

- Developed a full-stack movie library application using the MERN stack
- The app allows registered users to view the whole list of movies present on the website, create their list of favorite movies and view detailed information about any specific movie.
- Front-end technologies: React.js / JavaScript / HTML / SCSS / React-Redux / React-Router / Axios, /Parcel
- Back-end technologies: Node.js / JavaScript / Express / MongoDB / RESTful architecture / JWT / Postman

Chat-App, a native chat application

[GitHub Code](#)

- Created a native chat application for android and IOS devices using React Native.
- The app provides users with a chat interface to send and receive messages. Also, they will be able to share pictures and their current location
- Technologies: React Native / Expo / Google Firebase / GiftedChat / NetInfo / React Native Async Storage / react-native-action-sheet

Experience

DHL Express, Milan (Italy)

Customs Customer Assistant

05/2021 - Ongoing

- Guiding customers through the set up of shipments following customs regulations, leading to a 72% decrease in parcel delays.
- Contributing to an increase of 6% in customer retention thanks to optimal customer service, demonstrated by an average of 8 out of 10 in customer reviews.
- Sorting out issues related to imports and exports to clear customers' shipments through the local customs authorities.

The Original Tour Sightseeing, London (United Kingdom)

Sales Executive

06/2017 - 03/2021

- Actively acquiring 3 - 5 new customers monthly.
- Keeping an open line of communication with existing customers to solve any arising issues, which resulted in an 8% increase in customer retention yearly.
- As one of the top five sellers contributed significantly to an increase of 4% in overall sales yearly.

Education

Full-Stack Web Development

CareerFoundry

2022

Bachelor of Science - Economics

London South Bank University

2015 - 2018

Technical Skills

- | | | |
|----------------|--------------|-------------------|
| • HTML / CSS / | • Node.js | • Cloud Firebase |
| JavaScript | • Express.js | • AWS Lambda |
| • TypeScript | • MongoDB | • JSDoc / TypeDoc |
| • React.js | • PostgreSQL | • GIT |
| • React Native | • Jest | • Figma |
| • Angular | • Puppeteer | • Microsoft Excel |

Soft Skills

- | | | |
|-------------------|-----------------------|-----------------|
| • Data Research | • Data Analysis | • Interpersonal |
| • Time Management | • Sales Presentations | Communication |
| • Team Work | • Problem Solving | |

Languages

- English - Full professional proficiency
- Italian - Mother tongue
- Arabic - Mother tongue