

AMRO MANSOUR

Web Developer

Full-stack web developer with seven years experience in sales and customer service. Possess a deep understanding of customers' main pain points and requirements, which leads to the development of applications that keep the customers 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.

My Contacts

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Milan, Italy

[Portfolio-Website](#)

Skills

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

Education Background

● Full-Stack Web Development Certificate

CareerFoundry
2022

● Bachelor of Science - Economics

London South Bank University
2015 - 2018

Languages

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

Web Development Projects

myFlix , a movie library application [Click here](#)

- 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 [Click here](#)

- 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 Italy | Customs Customer Assistant

May 2020 – Present | Milan, Italy

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

The Original Tour Sightseeing | Sales Executive

June 2017 – March 2021 | London, United Kingdom

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