Yasser Emad

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📍 Location: Ealing London 🪪 Nationality: Egyptian

About Me

I am motivated, resourceful, and dedicated to making a positive impact and helping the organization achieve success. I am positive that my experience as Customer Support Specialist and skills in communication and problem-solving will be a great value-add to your team.

Summary

- 5+ years of experience as .Net Developer
- 5+ years of experience as Web Programmer
- 5+ years of experience as IT Technician
- Advanced skills in Service Support, Customer Service
- Available to work immediately
- Current salary £1
- Expected salary £1

Job History

Customer Support Specialist

🗐 3 years of experience

Responsibilities:
- Assist customers with product inquiries, troubleshooting, and complaints via phone, email, and chat
- Create and update customer profiles and service records
- Escalate complex issues to higher-level support or management as needed
- Adhere to company policies and procedures for customer interactions and data confidentiality

Achievements:
- Achieved 97% customer satisfaction rating through prompt and effective resolution of issues
- Collaborated with product and development teams to identify and resolve common customer issues, resulting in a 25% decrease in reported cases of product defects

.Net Developer

🗐 5+ years of experience

Responsibilities:
- Developed and maintained .Net applications using established coding standards and development methodologies.
- Collaborated with cross-functional teams to design, code and test new features.
- Resolved technical issues through debugging, research and investigation.
- Participated in code reviews to ensure code quality and adherence to standards.

Achievements:
- Successfully implemented new features to increase user engagement and satisfaction, resulting in a 15% increase in monthly active users.
- Designed and implemented a new caching strategy, reducing application response time by 30% and improving overall user experience.

Web Programmer

📄 5+ years of experience

Responsibilities:
- Developed and maintained web applications using various programming languages
- Worked closely with designers and project managers to create responsive and user-friendly websites
- Conducted testing and debugging to ensure functionality and performance of web applications
- Collaborated with cross-functional teams to identify and implement new features and functionalities

Achievements:
- Built a complex e-commerce web application that resulted in a 30% increase in online sales for the client
- Successfully migrated a large-scale web application from an on-premise server to a cloud-based environment, resulting in improved scalability and reduced maintenance costs

IT Technician

📄 5+ years of experience

Responsibilities:

- Installed, configured, and maintained hardware and software systems.
- Troubleshot and resolved technical issues related to hardware, software, and network connectivity.
- Monitored system performance and made recommendations for improvements.
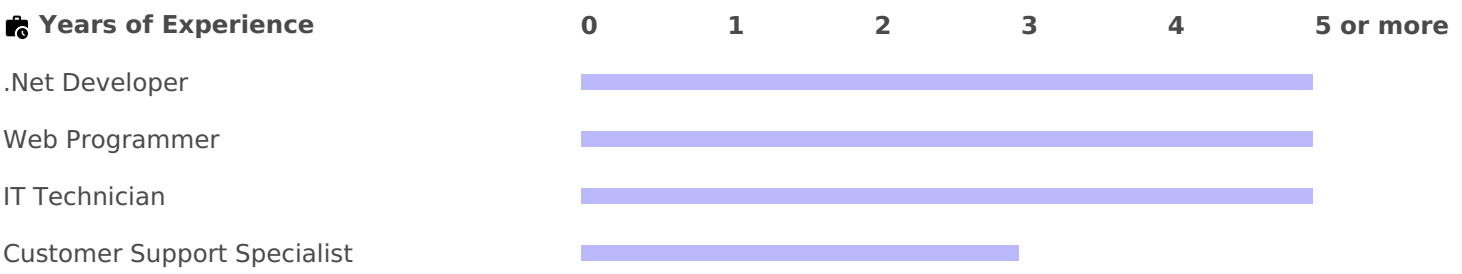- Provided technical support to end-users via phone, email, or in-person.

Achievements:

- Successfully migrated company's data to cloud-based platform, resulting in improved accessibility and data security.
- Implemented new inventory tracking system, reducing time spent on manual inventory checks by 50%.

Education / Certificate

Latest Education: **Bachelor's Degree**

Experience Summary

💼 Years of Experience	0	1	2	3	4	5 or more
.Net Developer						
Web Programmer						
IT Technician						
Customer Support Specialist						

Skills

(Service Support : Advanced)   (Customer Service : Advanced)