

Heba Alfauri

Web developer



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About me

Solution-driven web developer adept at contributing to highly collaborative work environment and finding solutions. Proven experience developing consumer-focused websites using HTML, CSS, PHP and JavaScript. Good knowledge of the best practices for web design, user experience, and speed.

EXPERIENCES

Full stack web development boot camp

Orange coding academy

Feb 2023 - Jul 2023

- Full stack web development boot camp with Orange Coding Academy
- Developed web applications using HTML, CSS, Bootstrap, JavaScript, PHP, and MYSQL.
- Implemented Laravel framework for efficient back-end development.
- Collaborated with a team to create interactive and user-friendly interfaces using react.
- Customized and maintained WordPress websites for clients.
- Worked on various projects, gaining hands-on experience in full stack development methodologies.
- Assisted in troubleshooting and debugging code to ensure optimal performance and functionality.

Quality Assurance & Trainer officer

CsMena

Aug 2021 - Present

- Train, coach, and mentor staff in best practices and program quality expectations.
- Lead and prepare training center coordinators and staff to mentor and teach new staff shadowing at their sites.
- Manage pre-service and policy and procedure to new staff.
- Ensure leadership staff is trained in and complies with program objectives, performance standards, and policies, and perform staff observation and evaluations.

Ecommerce customer service & representative

CsMena

Oct 2018 - Sep 2019

- 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.

Ecommerce customer service & representative

Extensya

Oct 2017 - Jun 2018

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers, offering patient assistance and support.

- Review customer or client accounts, providing updates and information about billing, shipping, warranties, and other account items.
- Help to train new employees and inform them about the company's customer management policies

EDUCATION

• **Bachelor of Agricultural Engineering**

University of Jordan

2012-2017

SKILLS

- Quality Assurance
- Critical thinking
- Teamwork
- JavaScript
- Problem Solving
- Communication
- WordPress
- PHP
- ReactJS
- MVC
- Laravel
- Agile
- UX/UI
- Testing
- Debugging

INTERNSHIPS

- Generations for peace
Teamwork
Flexibility and Adaptability
- UNICEF
Leadership Potential
Advocacy and Awareness
- INJAZ
- MECI
- Ministry of Youth

LANGUAGES

- Arabic
- English