

Dalia Ihab

Senior Frontend Engineer at [Tactful AI](#)

Giza, Egypt
(0111) 999-3747
daliaihab42@gmail.com

SUMMARY

I'm a 3+ experienced Frontend Engineer with solid experience in UI/UX Designing, I enjoy using my obsessive attention to detail, my unequivocal love for making things, always excited to make a big impact and go through new challenges.

Current Focus: Vue3, Know more about UX concepts and snowpack

Github : <https://github.com/daliayousry>

Portfolio : <https://daliayousry.github.io/PersonalPortfolio/>

Linked In : www.linkedin.com/in/dalia-ihab-322378149

EXPERIENCE

Tactful AI, Cairo — Senior Frontend Engineer

May 2020 - PRESENT

- Turning visual designs into awesome smooth applications
- Mentor and lead other frontend mates and review codes
- Develop high reusable components to use across all platform
- Maintain existing code
- Revamp old designs
- Produce high quality code and design
- Collect, document and analyze requirements for different projects
- Suggest and demonstrate efficient design, best practices and effect technologies to use
- Develop new features and integrate them with the backend services
- Lead and perform in performance and functionality testing
- Understand the business requirements and engineering process

Tactful AI, Cairo — Team lead for webchat project

Dec 2020 - 9 Mar 2021

- Gathering requirements and write documents for the project (SRS & DDS)

TECHNICAL SKILLS

Web Development : Vue, Jinja, Bootstrap, HTML, CSS3, Cypress, Angular js, Wordpress, webback, JQuery, SCSS, SEO, Data Structure, SQL, TS, ionic and Javascript

Tools : NPM, Git, Bitbucket, linux, VS Code and Jira

Design : PS and Adobe XD

Personal SKILLS

- Willing to learn
- Passionate about accepting new challenges
- Flexible and adaptable
- Solid leadership skills
- Very good communication and presentation skills

AWARDS

Facebook bots for Messenger challenge

May 2017 — May 2017

[Top 60 Finalists for the Middle East & North Africa and Sub-Saharan Africa](#)

[Participating by Graduation Project Chef Bot](#)

Microsoft Tech club competition

April 2017 — April 2017

- Plan for releases and milestones
- Monitor all the team output , assign tasks and make sure that we are working on the track
- Manage and monitor project releases with the QA team

Tactful AI, Cairo — Frontend Engineer

Dec 2017 -2020

- Design and develop new features using frontend technologies
- Write documents and gather requirements
- Develop scalable and reusable modules
- Bring new ideas on the table helping in adaption with the new trendy technologies
- Write unit tests to all the new features
- Integrate frontend code with backend services

Eng Break (Student Activity) , Cairo — Engineering Head

Jan 2018 - Sep 2018

- Make interviews to hire new members
- Doing rehearsals for the members
- Monitor and provide training for the members
- Evaluate and monitor the new sessions output

Eng Break Closing 2017 (Student Activity) , Cairo — Hostess

Eng Break (Student Activity) , Cairo — IT Member

Aug 2016 — May 2017

- Developing website (<http://engbreak.org/>) .
- Providing needed applications for ENGBREAK.
- Helping in anything related to technical stuff

Eng Break (Student Activity) , Cairo — Android Participant

Aug 2016 — May 2017.

Fekra (Student Activity) , Cairo — DCR Committee Vice Head

Jan 2016 — Aug 2016

Eng Break (Student Activity) , Cairo — Web Design Moderator

Aug 2016 — May 2017

- Preparing session's contents ,slides and handouts.
- Moderating sessions and presenting the content.
- Interviewing and selecting the participants in coordination with HR members.

Winning the Second place

[Participating by Graduation project \(Chef Bot \)](#)

[TV Interview at Saba7 el ward Program \(Ten TV Channell\)](#)

LANGUAGES

- Arabic - Native
- English-Very Good
- German - Beginner

INTERESTS

- Photography
- Design
- Fashion
- Horse Riding
- Self learning

- Designing the academic curriculum in coordination with the academic PM and committee head.
- Designing the final project in coordination with the academic PM and committee head.
- Helping DR members to generate innovative ideas about the sessions decorations

SCCI (Student Activity) , Cairo — *Publication member*

Aug 2015 — Jan 2016

- Make designs using PS Software..

Eng Break (Student Activity) , Cairo — *Participate at UX Workshop*

Aug 2014 — May 2015

EDUCATION

BSc in information system (July 2017)

Faculty of Computer Science and Information Technology - Cairo University

Major : Information System

Minor : Decision Support

GPA : 2.95 (Very Good)

PROJECTS

Agent Desktop (livechat)

Tactful's AI-powered and Unified Agent Desktop helps your team manage customer engagements from the call centre and digital channels in the same unified interface and enjoy a full customer 360-view across touchpoints.

Technology used : Vue, Tactful UI components, Vuex, Vuelidate, Bootstrap and Scss

Link : <https://dashboard.tactful.ai/profile/superdemo/agentDesktop>

Ticketing System

Track, prioritize, & solve customer support tickets all in one place

Technology used : Vue, moment js, Bootstrap and Scss

Link : <https://dashboard.tactful.ai/profile/superdemo/ticketing>

Customer Experience Analytics

AI analyze every customer conversation and provide deep insights that you wouldn't be able to extract using conventional analytics

Technology used : Vue, Chart Js, Bootstrap and Scss

Link : <https://dashboard.tactful.ai/profile/superdemo/analytics/advanced/conversation>

Intent Management

Responsible for messages annotation , assign entities and values to train the AI models

Technology used : Vue, Tactful UI components , Bootstrap and Scss

Link : <https://dashboard.tactful.ai/profile/superdemo/models>

Webchat and Webchat customization

User can customize and preview his own webchat (Colors, settings, launcher shape, position, launcher icon .. etc) before adding it to his website

Technology used : Vue, Tactful UI components , web sockets, Botkit, moment js, Flickity Carousel , Vue emoji picker, Type script Bootstrap and Scss

Webchat Customization : <https://dashboard.tactful.ai/profile/superdemo/settings/webchatcustomization>

Webchat: <https://store.beta.tactful.ai/status/webchat/superdemo>

Revamp all webviews

Revamp all messenger and webchat webviews (Product details, select area, select date time, webex, locator and order cart webview)

Technology used : Vue, Tactful UI components , web sockets, Flickity Carousel , Vue emoji picker, Vue full screen mode, Bootstrap and Scss

Link : <https://store.beta.tactful.ai/status/webchat/superdemo>

Onboarding (Sign up, Sign in) and account management

User can invite, delete other users and add role to them

Technology used : Vue, Tactful UI components , Bootstrap and Scss

Link : <https://dashboard.demo.tactful.ai/auth/login?redirect=%2Fhome%2Fprofiles>

Tactful Dashboard

Tactful Unified Cognitive Customer Experience Platform is the next generation omnichannel customer experience technology that helps your business achieve the best results across touchpoints using AI and data centric approach.

Using the followings CRM, manage settings, Campaigns and Engagement Hub

P.S. most of these features are revamped

Technology used : Vue, Tactful UI components , web sockets, Flickity Carousel , Vue emoji picker, Vue full screen mode, Vue Cloudinary, Vue multiselect, Vue Bootstrap, Cypress, service worker, Type script Bootstrap and Scss

Link : <https://dashboard.tactful.ai/profile/superdemo/orders>

Drill Chrome extension

Tactful NLU sidebar extension helps the user to train their AI and enhance customers' problem resolve and automate sales and support

Technology used : Vue, element UI , Vuex, JQuery , Vue emoji picker, Vue full screen mode, Vue Cloudinary, Vue multiselect, Vue Bootstrap Bootstrap and Scss

Tactful Dashboard (old Version)

Tactful Unified Cognitive Customer Experience Platform is the next generation omnichannel customer experience technology that helps your business achieve the best results across touchpoints using AI and data centric approach.

Technology used : Bootstrap, Jinja2 , JS, JQuery, angular js and flask

CRAM Dashboard

A freelancing project (not completed) help the student and the teachers in managing the classes and provide a evaluations to the student

Technology used : Vue, Vue Material, Scss, Vue router, Vue transitions

Github : <https://github.com/daliayousry/CRAM>

El Bustan website

A freelancing project (SPA) responsible for

- show information , images, redirect to whatsapp to enable the user from connecting El Bustan entity
- Admin page to enable El Bustan manager from changing the content, add or remove images

Technology used : Vue, moment js , owl carousel, Vue router, Vue scroll to and vue cloudinary

Github : <https://github.com/daliayousry/bostan>

Website : <https://albusatan.com/>

Tourlastic UI

Mockups for Touristic website done in the project day after the compilation of "UX Grand Course by Abdelrahman Osama "

Technology used : Adobe XD

Link : <https://daliayousry.github.io/PersonalPortfolio/>

Thank you for your time. I look forward to speaking with you about my in-depth experience. You can reach me at [01119993747 and daliaihab42@gmail.com].