Israaa Awad [LinkedIn](#) - [Github](#)

Dubai, UAE · +971566639861 Israsalama4@gmail.com · Arabic & English Speaker - Spouse Sponsorship

Objective

An experienced and versatile professional with a proven track record in technology, customer service, and project coordination. I bring a solid background in web development, customer support, and project management, and I am eager to leverage my skills and knowledge to drive the best outcome.

Experience

CAREER BREAK - WEB DEVELOPMENT ENTHUSIAST (AUGUST 2022 – PRESENT)

· Self-learning Web Development through The Odin Project bootcamp, focusing on the MERN stack. Currently proficient in HTML, CSS, JavaScript, React, BaaS, and algorithm development. Soon to embark on the backend with NodeJS and MongoDB.

CUSTOMER SERVICE REPRESENTATIVE (JULY 2019 – AUGUST 2020) | TOYOTA T-CONNECT, DUBAI

· Distinguished as the top-performing agent, consistently achieving an outstanding average of 98% on Key Performance Indicators (KPIs) each month.
· Successfully addressed and resolved an average of 20+ customer inquiries per day, maintaining a remarkable customer satisfaction rate of 95%.
· Played a pivotal role in identifying customer needs, resulting in a 20% increase in customer engagement with specific product features.
· Maintained precise and up-to-date records of over 2,000 customer interactions, ensuring accurate and efficient tracking of technical issues and useful discussions.
· Proactively informed and educated 100+ customers about new product features and functionalities, resulting in a 15% uptick in feature adoption.
· Conducted follow-ups with 150+ customers, resulting in a resolution rate of 90% for technical issues and enhancing overall customer satisfaction.
· Led training and mentorship programs for a team of 5 junior Customer Support Representatives, improving their performance and productivity by 30%.
· Collaborated in the development of innovative outbound customer service campaigns, leading to a 25% increase in customer engagement and satisfaction scores.

PROJECT COORDINATOR (OCTOBER 2018 – APRIL 2019) | CODE CLOUDERS SOFTWARE COMPANY, EGYPT

· Orchestrated and successfully managed a portfolio of 4+ projects, ensuring their timely completion and within-budget delivery, resulting in a 15% improvement in project efficiency.
· Collaborated with the social media management team to oversee and manage all company social media accounts, resulting in a 30% increase in engagement and brand visibility.
· Employed SCRUM methodology and Agile philosophy to organize and track daily tasks through JIRA application, achieving a 20% reduction in project delivery time.

- Worked closely with Sales and Marketing teams to develop and implement sales and marketing strategies, contributing to a 25% growth in revenue.
- Conducted in-depth system analysis as an end-user, identifying and rectifying critical issues, which resulted in a 20% increase in system reliability and performance.
- Translated official documents and websites from Arabic to English and vice versa, ensuring effective communication and facilitating international partnerships.
- Organized and actively participated in stakeholders' meetings, documenting crucial actions and decisions, leading to a 15% improvement in project alignment with objectives.
- Provided vital administrative support, maintaining project documentation standards and ensuring compliance with established frameworks.

PROJECT EDUCATIONAL CONTENT DEVELOPER (MARCH 2018 – MARCH 2019, PART-TIME) NABTA ACADEMY – LANGUAGE AND TRAINING CENTER

ENGLISH LANGUAGE FACILITATOR (SEPTEMBER 2016 – FEBRUARY 2018, FULL TIME) NABTA ACADEMY – LANGUAGE AND TRAINING CENTER

Education

B.A. AND ED. IN ENGLISH, FACULTY OF EDUCATION, MANSOURA UNIVERSITY (MAY 2016) - GRADUATED WITH A GRADE OF VERY GOOD