

# Mahmoud Kassem

Full-stack Web Developer

A junior Web Developer with Front- & Backend knowledge with technical experience in service & testing engineering. International experience, multicultural and multilingual with a passion for customer satisfaction.

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📍 Berlin, Germany



## Professional Experience

09/2020 – 07/2021 **Service Technician, Huawei Flagship store** (Berlin)

- Optimized troubleshooting of electronic equipment repairs and installations, including second-level electronic circuit repair, through timely order processing and direct customer interaction. This ensured legal requirements and increased customer loyalty.
- Enhanced recovery of device functionality through efficient troubleshooting of hardware and software and debugging of code issues which resulted in a cost reduction of the work process
- Increased the quality of customer devices by testing and calibrating smart devices such as smartphones, smartwatches, and laptops in accordance with standards and providing software updates.

09/2019 – 05/2020 **Service Technician, Julabo GmbH** (Seelbach)

- Successfully performed regular inspections of heating and cooling thermostats. Met customer requirements by repairing, troubleshooting, and replacing defective mechanical and thermal components and performing calibration and measurements
- Analysing and reporting the control system datasheets

01/2009 – 08/2012 **Quality and Test Engineer, Instron-CEAST** (Egypt. UK)

- Performed tests on product such as stress, strain, bending, torsional impact and notching to ensure quality assurance and standardization in accordance with ISO quality standard.
- Through involvement in customer service and technical support of customer calibration machines, I was able to develop solution-oriented proposals to achieve customer satisfaction with targeted on-site software training and on-site installations for production lines for material testing.

## Projects

**PokeDex (JavaScript)** 🔗

- Created a Pokemon collection connected to an external API. Details can be displayed in a modal by clicking on a Pokemons name-built with JS, Bootstrap Framework, CSS and jQuery

**myFlix-Client (React)** 🔗

- Allowing account creation, obtaining information about movies, and creating a list of favourites. Technologies used: Node.js, Express, MongoDB, Heroku for hosting, Postman for testing.

**Chat App (React-Native)** 🔗

- A chat application for mobile devices built with React Native, Expo, Google Firestore Database authentication, Firebase Cloud Storage and Gifted ChatLibrary. The app provides users with a chat interface and options to share images, camera photos and their locations.

## Education



**Career Foundry** (remote)  
Full-Stack Web Development Diploma

08/2021 - 04/2022



**Politecnico di Torino** (Italy)  
Diploma in Mechanical Engineering

2012-2015



**University of Cairo** (Egypt)  
Bachelor Mechatronic Engineering

2003-2008

## Languages

- Arabic – native
- English – professional
- German – intermediate
- Italian – fluent
- Spanish – beginner

## Skills

- JavaScript
- React.js
- React Native
- Angular
- Node.js
- Express
- SQL/NoSQL
- Bootstrap
- Git
- TypeScript

## Soft skills

- Communication
- Teamwork
- Solution-orientated
- Attention to detail
- Work ethic
- Creativity
- Adaptability