Nancy Zaky

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[GitHub](#) | [DEV](#)|

Software Engineer

Full Stack Developer with experience using frontend and backend technologies such as JavaScript, and React, Ruby, Rails. I love combining the worlds of logic and creative design to create eye-catching, accessible, and user-friendly websites and applications .My unique experience of living and working in Dubai as a flight attendant demonstrates my excellent communication skills and ability to collaborate multiculturally. I'm a fast learner and strong team player with the ability to solve problems in a timely manner, Passionate and eager about learning new things and staying current with the technology.

TECHNICAL SKILLS

JavaScript (ES6), React, Redux, Ruby, Rails, Postgres, HTML, CSS, SQL, Active Record, jQuery.

TECHNICAL PROJECTS

Travel-App [Github-Travel-app](#) | Demo-Video- [Travel-App-Demo](#)
Hotel booking app for booking rooms/ finding nearby activities/ check weather and flights.
- Engineered user interface using JavaScript React with React-Three-Fiber feature for styling and improved user experience with responsive design techniques.
- Built authentication system for users log in by encrypting identifying account information via BCrypt
- Designed database schema and logic using Active record, Postgres and Ruby on Rails as backend.
- Communicated with multiple RESTful API endpoints to render maps and weather according to location and time providing attraction information for city locations.
- Designed a booking system and activities calendars.
- Deployed Application on Heroku. Heroku-Link > https://calm-journey-60827.herokuapp.com/

Furniture-App Name - https://github.com/nancyzaky/furniture-app
Demo-Video - https://youtu.be/pNOUZm1g4YQ
https://blooming-ocean-32379.herokuapp.com
Furniture store app
- Action verb + what you did + result
- Action verb + what you did + result
- Action verb + what you did + result
- Action verb + what you did + result

Fashion-App - https://github.com/nancyzaky/fashion-store-app
Brief description of the app's functionality and purpose
- Action verb + what you did + result
- Action verb + what you did + result
- Action verb + what you did + result
- Action verb + what you did + result

Makeup-Project - Github | Demo
https://github.com/nancyzaky/Make-up-project
Demo-video - https://www.youtube.com/watch?v=VEqInyXUWCg

Makeup application with search and filtering tools.Optimizes access to makeup brands and categories. Developed JavaScript/React

Recipes-On-Demand - Github | Demo
https://github.com/nancyzaky/phase-1-project

EXPERIENCE

Emirates Airline   Dubai, AE
Business-Class Cabin Crew

                                                                                                    02/2015 - 04/2020
Commenced employment as Economy Class Cabin Crew prior to being promoted to
Business-Class, acting as a role model for Economy-Class Cabin
Crew to encourage adherence to service and safety standards, report to the Cabin Manager.
Key Responsibilities:
Attend regular pre-flight briefings in order to receive the assigned working position for each flight,
liaising with colleagues to ensure the smooth running of the cabin.
Perform pre-flight safety and security checks pertaining to equipment safety, the cleanliness of the
aircraft, the availability of on-board refreshments, catering, special requests and safety equipment.
Respond to passengers with special requirements such as special meal requests, accessibility or
communication challenges, wheelchairs, VIPs, frequent flyer passengers and infant seat
requirements.
Swiftly and diplomatically resolve any seating issues in a timely manner before preparation for
take-off.
Deliver timely and clear announcements and keep passengers informed of any delays and issues.
Providing a high level of customer service while engaging with customers and delivering safety
presentations.
Influenced business-class customers to make educated beverage pairing decisions based on taste
and meal menus.
Trained to perform first aid on passengers, dealing with medical situations in a discrete and
professional manner whilst keeping the situation and passenger reassured and calm.
Finalize all the necessary paperwork such as stock control and the logging of faults and incidents
which may have occurred during the flight.
Inspected interior of aircraft prior to, during and after flights to make sure emergency equipment was
in place.
Maintained a high standard of personal appearance to promote a sense of professionalism and
passenger confidence in crew.
Sales experience selling Duty-Free goods.
Adapted to work in a multicultural environment gaining international expertise and understanding of
different cultures.
Key Achievements:
- Experienced a 90 percent customer experience success rate based on written surveys from
  passengers taken after flights.
- Service excellence award for best airline staff service in the Middle East in 2018.

Data Net   **Tanta, Egypt**
Project Coordinator

                                                                                                    12/2012 - 01/2015
Developed project schedules, plans, and processes for a small Internet Service
Provider Reseller with the goal of expanding the business by attracting back previous and new
customers.
Key Responsibilities:
Collecting and recording documentation including customer set-up documents and implementation
related information.

Gather information on user requirements to put together service, installation, and equipment orders.
Pass on information to system users and offer advice on the most cost-effective and efficient services and equipment that's available to them.
Oversee operations to ensure customer-satisfaction, project continuity, and internal consistency.
Developed communication plans to facilitate communication between different departments allowing for easy access to the customers complaints, requirements, current Internet plan, desired offers and technical problems.
Coordination with the finance team to ensure the planned offers are within the determined budget Managing deadlines and adjusting workflows as needed.
Planned and arranged meetings with the parent company "TE-Data" to facilitate the transfer process of current customers to our branch, enabling all parties to meet and discuss expediting and facilitating the transfer processes and the procedures.
Coordinated presentations for project members detailing project scope, progress and results, keeping all entities well-informed of milestones and goals.
Working with team members from all different departments understand and assist with tracking all work, tasks and project assignments.
Provide high-level customer service to all staff and departments.
Coordinate and facilitate internal technical training in certain departments.
Perform troubleshooting and maintenance of telecommunication systems.
Perform necessary administrative work including updating databases and documentation.

EDUCATION

Flatiron School   Online, Arizona
Full Stack Web Development, Ruby on Rails and JavaScript program   06/ 2021 - 11/2021

Algonquin College Of Applied Arts and Technology   Ottawa, Canada
Diploma in Project Management   01/2019 - 05/2020

Faculty Of Tourism and Hotels, Alexandria University   Alexandria, Egypt
Bachelor of Tourism and Hotels Management   08/2008 -08-2012