

# Makram Ibrahim

Hey Are You Looking For a Reliable, Hardworking, and Effective Team Player and Problem Solver? Good News, You Can Stop looking!

I Have been a self taught developer for the last year teaching myself programming by attending online courses, attending bootcamps, and taking on projects from clients. In my journey I have acquired the skills necessary to perform in the role of a front end engineer including user interface know-how with HTML, CSS, and Javascript.

I am currently enrolled to get my Bachelors Degree in Web Development and Design from Full Sail University. My area of interest is in Front End Engineering specifically in Software Development.

Willing to relocate: Anywhere

Authorized to Work in the US for any Employer

Salt Lake City, UT 84115

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## SKILLS

Customer Service

Sales

Problem Solving

Verbal and Written

Communication skills

## EXPERIENCE

### **Dikori Logistics, San Francisco, CA — Box Truck Delivery Driver**

November 2019 - February 2021

At Diori Logistics I drive a 26' Box Truck through the city of San Francisco delivering packages to all the local post offices which include 22 stops. My responsibilities included organizing, loading, and unloading.

### **Teleperformance, Salt Lake City, UT — Member Service Rep**

December 2018 - October 2019

Teleperformance is a high paced call center who is contracted with USAA Federal Savings Bank. In the role of an MSR the responsibilities was the company's first call resolution. My daily tasks included taking incoming calls from members and assisting them in consumer loan servicing, credit cards services, and payment processing.

### **ClearLink, Salt Lake City, UT — Sales Rep**

March 2017 - November 2018

Clearlink is a high paced and competitive environment where the goal is to provide good customer service while selling products to customers calling in for phone, internet, or cable services. This was a commission based job with high call volumes which made it a competitive environment. In this role I learned skills to close a sale while staying in corporate compliance.

### **Lexington Law-Firm, North Salt Lake, UT — Paralegal**

March 2015 - February 2017

During my time at lexington i worked in 3 different departments, Client

## PROGRAMMING LANGUAGES

- HTML
- CSS
- JavaScript
- JSX
- Sass
- Python
- XML
- Bootstrap

## FRAMEWORKS

- React
- Redux
- React Native
- Django
- Flask
- NextJS
- GatsbyJS

Setup, Client Loyalty, and Special Projects. My responsibilities in Case setup are to assist new clients with setting up their account and educating them on how the company benefits them. On the Client Loyalty team my responsibility was to retain clients. It was important to break down objections and ask questions to reach their goals.

## EDUCATION

### **Full Sail University, WaterPark, FL — Bachelor's Computer Science**

January 2022 - Present

I am currently Enrolled in Full Sail University's Bachelor's Program in Computer Science Expected to complete in 2024.

### **Judge Memorial High School, Salt Lake City, UT — Diploma**

August 2010 - May 2014

## CERTIFICATIONS

### **IT Automation with Python — Google**

August 2021

In this course I learned how to write code to solve problems and automate solutions. The course goes in depth in learning to program with python and how to use python to automate common system administration tasks. I also learned to use Git and GitHub, troubleshooting and debugging complex problems and applying automation at scale by using configuration management and the Cloud.

### **Full Stack Engineer — CodeCademy**

September 2021

In this course I gained a foundation in JavaScript programming, to be able to use front end technologies like HTML, CSS, React, and build secure back-ends with Node/Express and PostgreSQL. My biggest takeaways are how to set up my own dev environment and version control work with git/github, write client-side and server-side JavaScript code, Create static, responsive websites with HTML/CSS, Use React front-end framework, along with Redux, Build Node/Express back-ends for a full-stack PERN application, and implement best security practices to prevent attacks.