

RAED ALKHANBASHI

■ 5037377162 ■ raed.alkhanbashi@gmail.com ■

WEBSITES, PROJECTS:

- [linkedin.com/Raed Alkhanbashi](https://www.linkedin.com/RaedAlkhanbashi)
- [github.com/Raed Alkhanbashi](https://github.com/RaedAlkhanbashi)
- [Age Calculator](#): This Application determines a user's age based on a planet's solar years.
- [Exchange Rate](#): This project is a web application that allows users to convert currencies and view the latest exchange rates. Built with JavaScript, HTML, and CSS.

PROFESSIONAL SUMMARY

Raed is a results and goal-oriented leader with demonstrated ability to influence diverse, cross-functional groups and meet critical deadlines in a fast-paced environment. Raed thrives in environments where he can analyze, and problem solve while developing and creating new ideas and processes. He enjoys cultivating relationships to complement his abilities and boost productivity while innovating and fostering the development of new ideas and technology.

SKILLS

- C#/.NET
- React
- JavaScript
- HTML / CSS
- TDD
- API Calls
- Webpack
- Node.js
- MySQL/SQL Lite
- Pair Programming
- TypeScript
- Software Diagnosis
- Staff Training
- Customer Service Expertise
- Troubleshooting and Assistance

WORK HISTORY

TECHNICIAN SPECIALIST 09/2021 to 02/2023

Apple, Portland, OR

- Provide technical support to customers for Apple products and services
- Consistently maintain a customer satisfaction rating above 95%
- Achieved a 100% resolution rate for customer issues during the first contact
- Consistently met or exceeded performance goals, contributing to a 10% increase in overall store revenue.

BARISTA /SUPERVISOR 10/2016 to 09/2021

Starbucks, Portland, OR

- Assisted customers in a fast-paced consumer-driven environment, serving an average of 300 customers per day
- Adopted managerial and shift supervisor responsibilities, overseeing up to 15 employees during shifts

- Developed personal relationships with repeat customers, resulting in a 20% increase in customer loyalty
- Consistently achieved and exceeded sales targets for add-on products, resulting in a 15% increase in overall sales

EDUCATION

C#/React Track: Web Development, **Expected in 07/2023**

Epicodus - Portland, OR

- Completed full-time, 8-week program in web and open-source development
- Used command line and Git from day 1 of class
- Built over 40 applications with C#/.NET, React, JavaScript, HTML, and CSS
- Developed interpersonal and communication skills through pairing and group projects

Associate of Science: **03/2020**

Portland Community College - Portland, OR

- 3.6 GPA

LANGUAGES

Arabic

■■■■■
Native or Bilingual

English

■■■■■
Native or Bilingual