Raed Alkhanbashi

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EXPERIENCE

Apple, Portland, OR — *Technician Specialist*
September 2021 - February 2023

- 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.

Starbucks, Portland, OR — *Barista /Supervisor*
October 2016 - September 2021

- Served 300 daily customers in a fast-paced setting.
- .Managed up to 15 employees during shifts.
- Increased customer loyalty by 20% through building personal relationships..
- Achieved a 15% increase in sales by exceeding add-on product targets.

EDUCATION

Epicodus, Portland, OR — *Web Development*
July 2023

- Completed full-time, 8-week program in web and open-source development
- Used command line and Git from day 1 of class
- Built over 55 applications with C#/.NET, React,

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

LANGUAGES

- Arabic
- English

JavaScript, HTML, and CSS
- Developed interpersonal and communication skills through pairing and group projects

Portland Community College, Portland, OR — *Associate of Science*

March 2020

- 3.6 GPA

PROJECTS

Age Calculator — This application determines a user's age based on a planet's solar years.

- [Age Calculator](#)

Exchange Rate — This project is a web application that allows users to convert currencies and view the latest exchange rates.

- [Exchange Rate](#)