SALMA KANDEEL
Application Support Specialist

📞 +2 01100077287

✉️ Salma_850@outlook.com

🌐 www.linkedin.com/in/salma-magdy-3782a7191

📍 Mokkatam, st. 9 Block 7734, Cairo.

EDUCATION

Bachelor of Business information Technology

Canadian International College 2017-2021

- **Ranked top with honors (GPA: 3.9)**
- **Best Student and Best Graduation Project of 2021**

SKILLS

- Python
- SQL
- SASS
- BOOTSTRAP
- JavaScript
- CSS
- HTML

LANGUAGE

- Arabic
- English

ABOUT ME

Dedicated and results-oriented Application Support Specialist with 2 years of experience in providing technical support and solutions to ensure seamless operations of business-critical applications. I am adept at providing user guidance, troubleshooting application functionalities, and documenting resolutions.

WORK EXPERIENCE

Mar 2022- Present
Itworx
Application Support Specialist

- Support and resolve applications technical issues directly with end users and customers or within the internal project delivery team to ensure proper delivery.
- Provide guidance and subject matter expert support to the clients on applications.
- Support and resolve customer tickets on applications support portal including access issues, content publishing requests, creating new pages, and answering general inquiries.
- Create and maintain a database of queries and resolutions and build a knowledge base of repeated issues through documentation (when needed).
- Escalate complex issues to the technical team and document after resolution.
- Build a user guide and tutorial for applications.

2021-2022
Teleperformance Egypt
Travel Agent - Customer Service

- Responsible for booking, canceling, and changing flights using GDS system.
- Handling Client's updating requests, refund and payments issues.

TRAINING AND COURSES

- **Certified Data Science Professional- Epsilon Institute**
  Jul 2021 – Jun 2022
- **Data Analysis Professional Track – Egypt FWD and Udacity**
  Dec 2021 – Jan 2022
- **Advanced Data Analysis Track – Egypt FWD and Udacity**
  Mar 2022 – Jun 2022
- **HTML5, CSS ESSENTIAL TRAINING AND BOOTSTRAP 4 – LinkedIn learning**
  Mar 2022