

# AHMED ABDELLATIF

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## SUMMARY

**Post graduate computer science student** who is experienced in telecommunications customer support, looking forward to shift career into backend development, currently I am Backend Intern on part time basis at HiiAuto.com.

## EDUCATION

### COMPUTER SCIENCE POST GRADUATE DIPLOMA, CAIRO UNIVERSITY

JULY 2022 "EXPECTED GRADUATION CLASS"

Year to Date Grade "Excellent"

### EUROPEAN CIVILIZATION (BA), AIN SHAMS UNIVERSITY

MAY 2010

Grade "Good"

## COURSES & SELF STUDY

- CS50 "Harvard Computer Science Introduction, Edx, **in progress**.
- Backend Development "PHP/ Laravel", Route Training Center, **March 2020**.
- Fundamentals of HTML, CSS & Python, Udacity, **October 2019**.
- Software Development Fundamentals, Microsoft Virtual Academy, **May 2019**.
- Introduction to software testing concepts & techniques, ITI Online Academy, **April 2019**.
- Scrum Fundamentals Certified, VMEdU, **May 2018**.

## SKILLS

### Interpersonal:

- **Problem Solving:** Developed tool to automate repetitive procedures saving time for business.
- **Team Player:** Acted as team member within small, medium & large teams.
- **Understand Business Priorities:** took decision on budget & projects timelines.
- **Willingness to learn efficiently:** Developing tool that being used by business +950K using visual basic without any prior knowledge.
- **Self-Driven:** Acted as one member responsible for certain function without direct interference from management.

### Technical:

- Basic knowledge of C/C++, CSS & HTML.
- Good knowledge of PHP, Laravel & Bootstrap.
- Basic Knowledge of WordPress.
- Understand concepts of OOP, MVC & ORM.
- Experience with Technical documentations "FRS, CRs".
- Experience with user acceptance testing.

## SHOWCASE

- Role based web application to manage visa center applicant's status "Laravel 7 and Bootstrap": [github.com/theahmedlatif/VisaCenter](https://github.com/theahmedlatif/VisaCenter)
- Web application to scrape specific URLs either with single/multiple pages "Laravel 7 and Bootstrap": [github.com/theahmedlatif/scrapper](https://github.com/theahmedlatif/scrapper)
- Website to shorten URL with user registration and action history "PHP Native including PHP OOP": [github.com/theahmedlatif/Sho-rt](https://github.com/theahmedlatif/Sho-rt)

## PREVIOUS EXPERIENCE

### BACKEND DEVELOPER (INTERN), HIIAUTO.COM

Nov 2020 – TILL NOW

- Establish magento2 testing environment on AWS.
- Maintain magento2 backup environment on Digital Ocean.

### OPERATIONS SUPERVISOR, TELECOM EGYPT

JUNE 2017 – TILL NOW

- Contributed to launching customer care operations of 4<sup>th</sup> Mobile Operator.
- Acts as SPOC for gathering customer care requirements for systems change requests and new functional requirements.
- Acts as customer care SPOC for User Acceptance Test in different systems releases.
- Leading customer satisfaction team.

### EXPERIENCE & OPERATIONS ANALYST, VODAFONE EGYPT

MARCH 2015– JUNE 2017

- Developed application using visual basic to automate login procedures on 3rd party apps, used +950K times during 2017.
- Planned Mass call center calls restructure including +1.7M calls with cost +5.9M Monthly.

### SEVERAL ROLES WITH CUSTOMER CARE FRONTLINE & BACK OFFICE, VODAFONE EGYPT

JUNE 2010 – MARCH 2015