Omar Ahmed

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Frontend Developer

Education

Bachelor of Computer Science   **Grade: Good**

Cairo University – Faculty of Science   2017 – 2022

Professional Experience

- **Homzmart**   **August 2021 – March 2023**
  - Senior Customer Operation
  - Customer Issue Resolution
  o **Listening and Understanding:** Actively listen to customers to understand their concerns and grievances fully. Show empathy and patience throughout the conversation.
  o **Problem-Solving:** Analyze the complaint to identify the root cause and determine the best action to solve it
  o **Communication:** Clearly and calmly communicate the steps will take to resolve the issue. Keep the customer informed throughout the process and manage their expectations realistically.
  o **Follow-up:** Ensure the complaint is fully resolved by following up with the customer to confirm their satisfaction.
- **Thebes**
  Social media marketing assistant
  o **Brainstorm and Conceptualize:** Think outside the box to come up with fresh and innovative ideas for photo and video ads that highlight the unique features of our products
  o **Photoshop Magic:** Use your Photoshop skills to create stunning and high-quality images

Projects

Restaurant Website

Implemented a functional and visually appealing restaurant website using modern web development technologies. By leveraging React for the frontend framework, Bootstrap for responsive design, and custom CSS for unique styling, the website offers a seamless and engaging user experience

Chat App

end-to-end chat application built for web using HTML, CSS, Bootstrap, JavaScript, and the React framework. The app integrates with Chat Engine for backend services, enabling real-time messaging, user authentication, and chat room management

Skills

- Java   - Python   - HTML   - CSS   - JavaScript   - React   - Photoshop   - MS Office

Certifications

o Web development (Frontend)
o IT: Information systems branch at Kobri El-Qobba Medical Complex