

## Education

- Student in third-year IT
- Assiut International Technological
- University

## Skills

- Web Development: HTML, CSS,
- ( JavaScript Basic ), Responsive Design
- Programming Languages: (C# Basic )
- Networking: CCNA 200-301
- Fundamentals
- Object-Oriented Programming ( OOP )

## Professional Experience

### Administrative Coordinator | Digital Egypt Cubs Initiative

( May 2023 - Present )

- serve as an administrative coordinator for the Digital Egypt Cubs initiative, which was launched by the Ministry of Communications.

#### Accomplishments:

- Revamped student support systems by implementing real-time feedback mechanisms and personalized assistance, achieving a 30% reduction in issue resolution times and enhancing the overall student experience.
- I've gained valuable insights into the ongoing success of the program by observing participating companies and their strategies

### Customer Service Representative | Freelancing

( June 2024 - July 2024 )

- I have experience working in customer service, where I developed strong communication skills and the ability to effectively resolve customer inquiries and issues. This role taught me the importance of patience, empathy, and maintaining a positive attitude while ensuring customer satisfaction.

### Sales Representative | Car Spare Parts Industry

( May 2021 - June 2022 )

- Worked in sales for car spare parts, where I developed strong communication and negotiation skills, assisted customers in finding the right parts, and contributed to the overall sales growth of the business.