

CURRICULUM VITAE

PERSONAL DATA

Name	Salah Yousef Ibrahim
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Date and place of birth	May 3rd, 2002, Cairo, Egypt

PRACTICAL EXPERIENCE

07/2024 – Present	Sales Associate (At SoftTrend company) Tasks: selling licenses of Microsoft Office for different plans like (Basic, Stander, prime, and App for business), selling anti-viruses and firewall licenses as well
01/2022 – Present	Front-End developer (Freelancer) Tasks: building responsive websites using (HTML5, CSS3, JavaScript, Bootstrap, SASS, Photoshop, Canva, VS code) that match customers' thoughts and imaginations they want, and making websites responsive with all different screens from small screens like smartphones to big screens and large screens like TV and so on
01/2021 – Present	Data Entry and Data analyst (Freelancer) Tasks: data entry and analysis the data in a professional way using Microsoft Excel that is making all sheets clean, organized, and easy to use by customers by using appropriate formulas, macro recording, pivot tables, data sorting, data filtering, charts, formatting, and dashboards which make the sheets clean, organized and easy to use
07/2024 – Present	Recruiter agent (at Workegypt company Part-time) Tasks: Searching for job seekers that have the qualifications that match the job at different companies like (Concentrix, Webhelp, InTouch, IGT, and VXI) for different languages speakers like (English, Italian, French, Spanish, German, Dutch, Turkish, and Portuguese).
04/2024 – 07/2024	Customer Care Professional (at Concentrix in Verizon account) Tasks: essential Functions/Core Responsibilities <ul style="list-style-type: none">• Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs')• Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer• Listen attentively to customer needs and concerns; demonstrate empathy while maximizing the opportunity to build rapport with the customer• Greet customers in a courteous, friendly, and professional manner

using agreed-upon procedures

- Maintain basic knowledge of client products and/or services
- Prepare complete and accurate work including appropriately notating accounts as required
- Participate in activities designed to improve customer satisfaction and business performance
- Offer additional products and/or services
- Track, document, and retrieve information in the call-tracking database
- Respond to customer inquiries by referring them to published materials, secondary sources, or more senior staff

04/2023 – 04/2024

Kung-Fu and Kickboxing Trainer (at Olympia Academic, in Mivida compound)

Tasks: teaching students kung fu styles and kickboxing as well make them have the flexibility to move and hit and defense at the same time to defeat the opponent in no time and save more energy and power to calm down and in a high level of focusing

EDUCATION

09/2017 – 08/2021

Ain Shams University in Cairo

Bachelor's degree of Agriculture Department of Animal Production,
Grade: Good+ (C+)

LICENSES & CERTIFICATIONS

03/2021

Udacity

Front-End (HTML5, CSS3, JavaScript)

01/2021

Coursera

Advanced Excel by: Macquarie University

05/2023

Edraak

Networking

12/2023

Google

Fundamentals of digital marketing

KNOWLEDGE & SKILLS

Favorite subjects

English, Mathematics, Marketing

linguistic proficiency

Arabic: Native (Native)
English: B2 (Very good)
Russain: A1 (Basics)

Computer knowledge

MS Office 2024(very good knowledge of Word, Powerpoint, Excel (Expert in Excel))
Fast typing on the PC (30 words per min)
MS Outlook: (good)
Operating systems: Windows XP, 7, 8, 10, 11 (Very good)
Adobe Photoshop CC 2022: (Good) - Execution: 24.1

Canva: (Very good)
Content management systems: Wix, WordPress (Very good)
Programming languages: HTML5, CSS3, JavaScript, Bootstrap, SASS (as Front-End Developer)

Soft Skills

Analyst
Communication talent
Number genius
Very good relationships with different people

HOBBIES & INTERESTS

Hobbies

Reading (books specializing in business and marketing).
Playing chess (online and on the chessboard).
Going to the gym (5 times a week).
Practicing martial arts (Kung-Fu, Kickboxing)

Other interests

Learning languages (English, Russian).
Problem-solving (computer problems and solving chess problems).
Financial Issues.