

# ZAKY ALY

FRONTEND DEVELOPER

## CONTACT

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Berlin, Germany

## TECH SKILLS

**HTML5:** Semantic HTML, forms, multimedia, etc.

**CSS3:** Flexbox, Grid, animations, transitions, responsive design.

**Javascript:** Basics, DOM Manipulation, and ES6

**Typescript:** Basics, Types, Functions, Modules, etc.

**React:** Components, State, Props, Hooks, JSX

**Git:** Basics, Platforms (GitHub - GitLab)

**Package Managers:** Npm / Yarn

**CSS Frameworks:** Tailwind Css, Bootstrap

**Responsive and Adaptive Design**

**Web Accessibility:** ARIA roles, semantic HTML, keyboard navigation

**Restful APIs:** fetching data with fetch or axios

**Basic Understanding of Backend:** Familiarity with backend concepts, Node.js

**Problem Solving and Debugging:** Identifying issues, using debugging tools, logical thinking

**Collaboration and Communication:** Working in a team, code reviews, effective communication

## LANGUAGES

**English:** Excellent professional business knowledge both written and spoken

**German:** Basic business knowledge - A2

**Arabic:** Native speaker

## ABOUT ME

I'm Zaky Aly, a passionate front-end developer specializing in HTML, CSS, JavaScript, Typescript, and React. With a keen eye for design, I create responsive interfaces using Tailwind CSS and seamlessly integrate APIs.

My passion for building projects from scratch matches my dedication to maintaining and improving existing code bases and keeping them in good shape. My proficiency extends to version control with Git, where I implement efficient CI/CD pipelines for seamless deployment.

I thrive on solving complex problems and pay meticulous attention to detail.

My commitment to continuous learning drives me to deliver high-quality, user-friendly web applications. Check out my [website](#) and connect with me.

## MY PROJECTS

I enjoy putting technical knowledge into action! These are just a few examples of how I can turn concepts into live, functional applications:

### Cars-Show-Room

Advanced Nextjs application gives you all the details about the car model and rental prices, using Typescript and Tailwind CSS.

[github repo](#)

[live-version](#)

### Product-Mock-Page

A simple HTML and CSS project for LinkedIn mock page.

[github repo](#)

[live-version](#)

### Dashboard

This is a React application that displays a Dashboard, Pages, Apps, and Charts. Accomplished by using Javascript, Tailwind CSS and @syncfusion/ej2.

[github repo](#)

[live-version](#)

### Bitcoin-Tracker

React project gives you the latest numbers with the performance history in different currencies.

[github repo](#)

[live-version](#)

### My-Portfolio

I built it using HTML, CSS and Javascript. Check it out to learn more about my other projects!

[github repo](#)

[live-version](#)

## WORK EXPERIENCE

### Frontend Developer

June 2022 - Present

- Working on different projects, implementing web applications and landing pages from concept through deployment. Check out My Projects Section.
- Developing front-end applications utilizing cutting-edge technologies like ES6, React, React Hooks, and more.
- Developing completely isolated and reusable components.

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## PERSONAL SKILLS

Strong problem-solving abilities

Attention to details

Fast learner

Dedication to delivering high-quality work

## EDUCATION AND QUALIFICATIONS

### Amadeus Certified Professional

#### Amadeus, Egypt

Since 2011

Estimate: Excellent

### BA in Tourism and Hospitality Management

#### Future Academy, Egypt

Oct 2006 - May 2010

Estimate: Very Good

## WORK EXPERIENCE

### Frontend Developer - Intern

#### Energenious GmbH - Berlin, Germany

Feb 2021 - May 2021

A journey of three months fueled by code and curiosity. I honed my skills in implementing UI designs using React, React Hooks, and Redux.

### Time Off: A Grand Career Shift

Mar 2020 - Jan 2021

I intentionally took time off to relocate to Berlin, where I could wholeheartedly pursue my passion as a frontend developer. Simultaneously, I embraced the deep joy and responsibility of being a new dad to my little son.

### Customer Support - Senior Team Leader

#### Seera Group - Cairo Egypt

Jan 2017 - Feb 2020

- Oversaw a large-scale project involving 90 customer support agents, led by 6 group leaders.
- Collaborated with the Customer Support Manager to develop strategic action plans for the Flight Customer Support team.
- Coordinated cross-departmentally to achieve team targets and enhance overall performance.
- Monitored and validated account financial sheets to ensure accuracy and financial integrity.

#### As a Team Lead

May 2018 - Dec 2019

- Successfully built and led a team of 15 agents, aligning with company objectives for customer support.
- Achievements: 4-Times Winner of the Top Achiever Award for maintaining exceptional QA performance
- Mentored newly recruited agents, providing guidance on Amadeus, Zendesk, Freshdesk, and call interaction systems.
- Trained the team to excel on the company's Quality Scoring Sheet for customer support agents.
- Monitored monthly financial dues for the team in addition to managing their KPIs and APR reports.

#### As a Customer Support Agent

Jan 2017 - May 2018

- Utilized Amadeus system to manage customers' flights, including booking modifications, schedule changes, and resolving customer issues related to flights
- Utilized internal CRM systems (such as Zendesk and Freshdesk) to manage customer requests efficiently.

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## CERTIFICATES

- **ZTM Academy** - Complete Web Developer Program. 2021
- **SEERA** - SEERA Business Simulation and Team Management. Nov - 2019
- **Dale Carnegie Training** - Master Confidence, Communication, and Leadership Skills Sep - 2019
- **SEERA** - Best Team Lead 2019

## WORK EXPERIENCE

### Manager of Tourism Department

#### Rabie Tours - Cairo Egypt

May 2011 - Jan 2017

- Successfully led and managed a team of 40 professionals, fostering a collaborative and motivated work environment.
- Developed and calculated customized tour packages for individuals and groups.
- Collaborated with hotels, airlines, and transportation companies to secure optimal offers and competitive prices.
- Leveraged strong negotiation skills to obtain favorable terms for travel services.

#### As a Ticketing Agent and Tour Leader

May 2011 - Aug 2014

- Responsible for issuing, reissuing, and refunding flight tickets for both individuals and groups.
- Communicated with the airlines to get the best deals.
- Led the groups of travelers, supporting them throughout their trips at the airports, hotels, and sightseeing visits.

## COURSES & TRAINING

### Web Development Bootcamp

[Udemy](#)

May 2024 - Sep 2024

- A web development bootcamp that covered the most up-to-date and in-demand tech skills, such as HTML 5 - CSS 3 - Flexbox - Javascript ES6 - DOM Manipulation - React.js - React Hooks - APIs - Databases.

### Career Mentorship For Frontend Developer

[mentorcruise.com](https://mentorcruise.com)

Sep 2023 - Mar 2024

Hands-on training with highly experienced frontend developer. The training enhanced my technical skills and enabled me to:

- Translate ideas into functional pages and software systems.
- Use HTML, CSS, Javascript, Typescript, and React to build real projects.
- Apply best practices of clean code in my own projects.

### The Complete Web Developer

[ZTM Academy](#)

Jan 2021

- A web development bootcamp that covered the most up-to-date and in-demand tech skills, such as: HTML 5 - CSS 3 - Javascript - React.js - Restful APIs NPM - Node.js - Git and Github -Production and Deployment