



ABDULLAH AHMAD

Front-end developer & Call Center Agent

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 [abdullah ahmad](#) Kuwait [portfolio website](#)

ABOUT ME

Self-motivated professional with a background in both front-end development and customer service. Skilled in HTML, CSS, and JavaScript, with hands-on experience building responsive, user-friendly interfaces and a strong desire to grow into full-stack development. Alongside technical expertise, I bring experience as a Call Center Agent, where I honed my skills in active listening, problem-solving, and delivering excellent customer experiences. Passionate about combining technical knowledge with communication skills to create solutions that are both functional and customer-focused, while continuously striving for professional growth.

EDUCATION

09/2021 - 07/2025	Bachelor's of Science in Software Engineering	
Üsküdar Üniversitesi	country: Türkiye	city: Istanbul
08/2020 - 06/2021	English Preparatory Program - B2 Level (CEFR)	
Üsküdar Üniversitesi	country: Türkiye	city: Istanbul

EXPERIENCE

Front-End Development Projects:

Graduation Project	smart queue management system	[02-2024 - 07/2025]
	A Smart Queue Management System (SQMS) for small businesses that delivers real-time priority adjustments, predictive wait times, SMS/WhatsApp alerts and customer feedback to streamline appointments and walk-ins. Using HTML5, CSS3, JS, Node.JS.	
	Github link: click here	Live Demo: click here
Team-Work Project	Reset Exam management system	[02/2025 - 05/2025]
	A unified platform that automates eligibility checks, declarations, and scheduling for resit exams at Üsküdar University. It reduces administrative overhead and enhances transparency for students, instructors, and faculty staff. Using HTML5, CSS3, JS, Node.JS, SQL.	
	Github link: private	
Personal Project	portfolio website	[11/2024 - 04/2025]
	Developed a responsive portfolio website using HTML5, CSS3, and React.js featuring mobile-first design, interactive navigation, and professional content sections for work experience, education, and certifications. Implemented responsive grid layouts and timeline components ensuring optimal display across all devices with modern UI/UX elements and cross-browser compatibility.	
	Github link: click here	Live Demo: click here

SKILLS

- technical skills:** Html5, CSS5, JS, React.JS, Node.JS, GIT & GITHUB, SQL/MySQL, WAMP, Figma, Canva, Adobe, VS Code
- Customer Service:** Call handling, CRM, Upselling & Cross-Selling, Time Management, Booking Management
- Soft Skills:** Communication, Problem-Solving, Active Listening, Teamwork

EXPERIENCE

03/2023 - 05/2023
CodeWave Technologies
Location: Istanbul, Türkiye

- front-end internship**
- Learned and applied HTML, CSS, and JavaScript to build responsive, user-friendly web pages.
 - Practiced creating layouts, forms, and interactive components while ensuring cross-browser compatibility.
 - Gained exposure to debugging and improving front-end code for performance and usability.

06/2024 - 07/2024
Vertex Solutions Ltd
Location: Istanbul, Türkiye

- Call Center Agent Intern**
- Assisted in handling inbound customer calls and responding professionally.
 - Documented and logged calls accurately in the CRM system.
 - Learned and followed call scripts, escalation procedures, and company policies.
 - Developed foundational customer service, communication, and problem-solving skills.

08/2024 - 11/2024
Vertex Solutions Ltd
Location: Istanbul, Türkiye

- Call Center Agent**
- Managed customer inquiries via phone and email with growing independence.
 - Resolved basic complaints and issues, escalating complex cases when necessary.
 - Applied knowledge of company products and procedures to provide accurate solutions.
 - Monitored and improved call handling metrics, including call duration and first-call resolution.
 - Enhanced skills in active listening, customer interaction, and problem-solving.

12/2024 - 04/2025
Blue Wave Suite Hotel
Location: Remote

- Call Center Agent**
- Managed guest inquiries and reservations via phone and email with growing independence.
 - Resolved basic booking issues and guest complaints, escalating complex cases to supervisors when necessary.
 - Applied knowledge of hotel services, amenities, and policies to provide accurate information and solutions.
 - Monitored and improved call handling metrics, including call duration and first-call resolution.
 - Enhanced skills in active listening, guest interaction, and problem-solving to ensure a positive guest experience.

CERTIFICATION

- Responsive Web Design - freeCodeCamp
- web design course - Udemy
- Foundations of Coding Front-End - Coursera
- JavaScript (Basic) - HackerRank
- Guide to Call Center Management - Alison
- Active Listening: Enhancing Communication Skills – Coursera
- Inbound - HubSpot
- Call Center Customer Service Training – Cursa
- Introduction to Communication Skills - Alison
- Understanding Your Customers - OpenLearn
- Customer Service Essentials - Great Learning
- Introduction to React.JS – Cursa

- Certification link:** [click here](#)
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LANGUAGE

Mother tongue(s): Arabic **Other language(s):** English (Professional), Turkish (intermediate)