Contact

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Projects

- **Weather API: React**
- **Saleme_Tech Website: React-Node**
- **ERP System: React Laravel**
- **Support Desk: React - Node**
- **WordPress Portfolio**

Tech Expertise

- **HTML/CSS**
- **javaScript**
- **React - React Redux**
- **NodeJs**
- **MongoDB**
- **Docker**
- **Git**

Language

English

Arabic

Itaf Sakkijha

Application Support Engineer

I am a Management Information System graduate with a passion for design and developing web application layers. Innovative, optimized solution seeker, and excited to be at this phase of my new career as a web developer.

Experience

Toters | Beirut - Lebanon
Application Support Engineer - Sep-2022 - Present

- Establishing the root causes of application errors, and escalating serious concerns to the senior engineer.
- Respond to general questions and trouble tickets in a timely manner
- Document actionable bugs for engineering solutions
- providing technical support to teams within the organization, and to external clients when required
- Test the functionality of different layers of the application and write test cases using Gherkin
- Writing optimized SQL queries for investigation and data analysis

Codi_Tech | Beirut - Lebanon
Junior Web Developer - Feb-2022 - Present

- Ability to translate Wireframes Designs into functional web apps using HTML5, React , Node.js, and Mongo DB.
- Strong knowledge in MERN stack and vast experience in building web applications especially Reactjs for client side and Nodejs-Expressjs for server side.
- Expertise in using React.js and Redux to build user interface with a strong knowledge of state store, reducer and container.
- Extensive experience in developing restful web services.
- Experience in AGILE methodology with daily scrum meetings, sprint review meeting and scrum release planning.
- Trouble shooting, debugging and strong analytical problem solving skills.

Gaming Dot M | Beirut - Lebanon
Account Manager - 2017 - 2021

- Managed, recruited, mentored and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment.
- Improve customer service experience, create engaged customers and facilitate organic growth.
- Analyzed statistics and other data to determine the level of customer service
- Increased the ROI of client accounts by 43%, resulting in incremental up sell opportunities worth.
- Collaborated with designers, marketers, and executives to increase brand awareness and client return.

Education

BS in Management Information System Beirut Arab University - 2017