

# Khalid Abdulsattar Mohamed Ali

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## Professional Summary

Software Engineering graduate with experience in administration, customer support, and backend development using Node.js. Skilled in API development, database management, and system troubleshooting. Strong communication, problem-solving, and operational coordination skills with the ability to work efficiently in fast-paced environments.

## Technical Skills

- Backend Development: Node.js, Express.js, REST APIs, GraphQL
- Programming: JavaScript (ES6+), TypeScript, Object-Oriented Programming (OOP)
- Databases: MongoDB, MySQL, PostgreSQL, Redis
- Authentication & Security: JWT, OAuth2, API Security
- Tools & Platforms: Git, GitHub, Docker (Basic), Postman
- Other: Debugging, Logging, API Integration, Webhooks, System Design Basics

## Professional Experience

### Administration Officer – EGIC

Giza, Egypt | Feb 2025 – Present

- Managed travel, accommodation, visa processing, and transportation arrangements for employees.
- Coordinated office operations including maintenance, hospitality, and facility services.
- Handled ticketing system requests while ensuring SLA compliance and workflow efficiency.
- Managed vendor contracts, negotiations, and service coordination within budget constraints.
- Administered telecom services, mobile plans, roaming, and invoice analysis.
- Monitored meal services and ensured quality, hygiene, and reporting standards.

### Customer Service Representative – Vodafone

Cairo, Egypt | Jun 2023 – Dec 2024

- Resolved customer technical issues, billing inquiries, and service interruptions.
- Handled complaints professionally and ensured customer satisfaction.
- Escalated complex issues and followed up to ensure timely resolution.
- Maintained strong communication and customer relationship management skills.

### Freelance Backend Developer

Egypt | Freelance

- Developed backend systems and RESTful APIs using Node.js and Express.js.
- Built and maintained server-side applications with focus on scalability and performance.
- Designed and managed databases including MongoDB and PostgreSQL.

- Integrated third-party APIs and implemented secure authentication systems.
- Performed debugging, bug fixing, and system maintenance.

## Education

**Bachelor's Degree in Software Engineering – MTI University**  
Cairo, Egypt | 2020 – 2024

## Languages

Arabic (Native), English (Professional Working Proficiency)

## Soft Skills

- Communication
- Problem Solving
- Time Management
- Customer Relationship Management
- Presentation Skills
- Team Collaboration