# Kerolos Wagdy

React.js Software Developer

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Cairo, Egypt

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Motivated Computer Science student at New Cairo Academy with proven customer service experience and strong technical skills in web and backend development. Demonstrates excellent communication, emotional intelligence, and time management abilities. Eager to leverage technical knowledge and interpersonal skills to contribute effectively in a professional environment.

## Education

**Bachelor of Computer Science at New Cairo Academy** Sep 2024 - Present

Actively participating in the International Collegiate Programming Contest (ICPC) training, focusing on advanced problem-solving and algorithmic efficiency using C++. Selected to represent the university in internal chess competitions, demonstrating strategic thinking and competitive excellence. Delivered a comprehensive presentation on the health impacts of smoking, utilizing advanced presentation tools (PowerPoint) to communicate data-driven insights to a large audience.

## Internships

**React.js Frontend Developer Trainee at DEPI** Nov 2025 - Present

- Frontend Core: Mastering HTML5, CSS3, Bootstrap, and JavaScript/TypeScript to design patterns accessible user interfaces.
- React Ecosystem: Developing dynamic web applications using React, focusing on code style, design patterns, and industry best practices.
- Design & UX: Applying UX/UI Design principles to create user-centric digital experiences.
- Backend & DevOps: Gained foundational knowledge in Node.js, Express, and Docker for full-stack awareness and containerization.
- Tools & Workflow: Proficient in Git/GitHub for version control, Prompt Engineering for AI-assisted development, and Unit Testing for code reliability.

## Work Experience

**Customer Service Representative at Teleperformance** May - Dec 2025

- Managed a high volume of 40+ daily customer interactions, consistently achieving a 95% customer satisfaction rating through effective problem-solving and empathy.
- Demonstrated high emotional intelligence and patience by de-escalating tense situations and managing frustrated clients with a calm, professional demeanor.
- Successfully balanced full-time work responsibilities with college lecture attendance, proving exceptional time management and the ability to thrive under pressure.
- Refined professional English verbal and written skills while addressing complex customer needs and providing clear technical or service-related guidance.
- Actively listened to and collaborated with team members to streamline workflows and ensure consistent service quality across the department.

## Skills

**Frontend Development:** HTML5, CSS3, JavaScript, TypeScript, React, Bootstrap, Tailwind.

**Backend & Tools:** Node.js, Express, Docker, Git, GitHub, Functional Documentation.

**Design & Quality:** UX/UI Design Principles, Unit Testing, Code Patterns & Best Practices.

**AI & Productivity:** Prompt Engineering, AI-assisted development.

**Microsoft Office:** Very good at Word, Excel and PowerPoint

**Language Skills:** Arabic – Native, English – Fluent

## Military Status

**Postponed**