Ahmed Khaled

Backend Developer

+201157987313
ahmedmondo288@gmail.com
LinkedIn
Giza, Egypt

SUMMARY

Versatile and motivated professional with experience in backend development, technical support, sales, and customer service. Founder of Lousin, where I design and develop backend systems using Node.js, build APIs, automation tools, and manage server infrastructure. Experienced in hardware troubleshooting, printer maintenance, and technology sales, along with strong customer-facing experience as an English Customer Care Representative (C1) at Teleperformance. Skilled in problem solving, system debugging, database fundamentals, and communication, with a passion for building scalable digital solutions and continuously learning new technologies.

EXPERIENCE

Founder & Backend Developer 2022 - Present
Lousin Services ↗
- Founded and developed multiple digital services under the Lousin brand.
- Designed backend systems using Node.js, APIs, and automation tools.
- Built SaaS tools including Discord bots, URL shortener services, and infrastructure automation.
- Managed servers, databases, and backend architecture.

Customer Care Representative (English – C1) 2025 - 2026
Teleperformance ↗
- Provide customer support in English for international clients via phone and chat.
- Resolve customer issues efficiently while maintaining high customer satisfaction scores.
- Handle billing, technical, and account-related inquiries in a fast-paced call center environment.
- Demonstrate strong communication, problem-solving, and conflict resolution skills.

Printer Technician & Sales Associate 2024 - 2025
Yassin Printing
- Repaired printers, maintained printing equipment, and resolved hardware issues.
- Sold printers, toner cartridges, and printing supplies to customers.
- Provided technical advice and troubleshooting to clients.
- Assisted in managing inventory and stock of printing products.

Inventory Management & Sales Associate 2022 - 2023
Awlad Al-Araby Group (Mobile Phone Retail Store)
- Managed inventory for smartphones, accessories, and electronic devices.
- Sold iPhones, Android devices, and mobile accessories to customers.
- Assisted customers in selecting devices based on their needs and budget.
- Monitored stock availability and coordinated product restocking.

Technical Support & Sales Specialist 2020 - 2022
SSN Company
- Diagnosed and repaired printers and related office equipment for businesses and individual clients.
- Managed sales of printers, toner cartridges, and printing solutions.
- Built relationships with corporate customers and provided after-sales technical support.
- Handled high customer volume and maintained service quality.

EDUCATION

Computer Science and Information Systems 2021 - 2025
Higher Institute of Computer Science and Information Systems (CIS) - Bachelor's Degree

CERTIFICATES

Database Fundamentals 08/2025
Elmanhag Educational Platform
Covered database design, SQL queries, normalization, and data management concepts.

C++ Programming 08/2025
Elmanhag Educational Platform
Object-oriented programming, data structures, algorithms, and problem-solving techniques.

SKILLS

Debugging & Technical Troubleshooting	Advanced	Database Management (Basic SQL / NoSQL)	Advanced
Server Management & Deployment	Expert	REST API Development	Expert
Automation & Scripting	Advanced	Backend Development (Node.js)	Expert
JavaScript	Advanced		

LANGUAGES

English	Fluent	Arabic	Native