

Makram Ibrahim

“ My intention is to gain knowledge of new skills and expertise to make a positive contribution in the world ”

I am dedicated to leveraging my technical skills to drive growth and success in the companies I work with. With years of experience in the tech industry, I have gained a deep understanding of how technology can be harnessed to create innovative solutions to complex problems. Whether developing software, building websites, or creating mobile apps, I am constantly seeking new opportunities to push boundaries and achieve success.

“ My goal is to employ my knowledge, skills, and expertise to launch a professional career in the tech industry with opportunities for challenges and career advancements. ”

EXPERIENCE

Dikori Logistics, San Francisco, CA — Box Truck Delivery Driver

November 2019 - February 2021

At Diori Logistics I drive a 26' Box Truck through the city of San Francisco delivering packages to all the local post offices which include 22 stops. My responsibilities included organizing, loading, and unloading.

Teleperformance, Salt Lake City, UT — Member Service Rep

December 2018 - October 2019

Teleperformance is a high paced call center who is contracted with USAA Federal Savings Bank. In the role of an MSR the responsibilities was the company's first call resolution. My daily tasks included taking incoming calls from members and assisting them in consumer loan servicing, credit cards services, and payment processing.

ClearLink, Salt Lake City, UT — Sales Rep

March 2017 - November 2018

Clearlink is a high paced and competitive environment where the goal is to provide good customer service while selling products to customers calling in for phone, internet, or cable services. This was a commission based job with high call volumes which made it a competitive environment. In this role I learned skills to close a sale while staying in corporate compliance.

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SKILLS

Sales

Customer Service

Problem Solving

PROGRAMMING LANGUAGES

HTML

CSS

JavaScript

Python

FRAMEWORKS

React

React Native

Redux

Django

Flask

NextJS

GatsbyJS

Lexington Law-Firm, North Salt Lake, UT — Paralegal

March 2015 - February 2017

During my time at lexington i worked in 3 different departments, Client Setup, Client Loyalty, and Special Projects. My responsibilities in Case setup are to assist new clients with setting up their account and educating them on how the company benefits them. On the Client Loyalty team my responsibility was to retain clients. It was important to break down objections and ask questions to reach their goals.

EDUCATION

Full Sail University, WaterPark, FL — Bachelor's Computer Science

January 2022 - Present

Judge Memorial High School, Salt Lake City, UT — Diploma

August 2010 - May 2014

CERTIFICATIONS

IT Automation with Python — Google

August 2021

In this course I learned how to write code to solve problems and automate solutions. The course goes in depth in learning to program with python and how to use python to automate common system administration tasks. I also learned to use Git and GitHub, troubleshooting and debugging complex problems and applying automation at scale by using configuration management and the Cloud.

Full Stack Engineer — CodeCademy

September 2021

In this course I gained a foundation in JavaScript programming, to be able to use front end technologies like HTML, CSS, React, and build secure back-ends with Node/Express and PostgreSQL. My biggest takeaways are how to set up my own dev environment and version control work with git/github, write client-side and server-side JavaScript code, Create static, responsive websites with HTML/CSS, Use React front-end framework, along with Redux, Build Node/Express back-ends for a full-stack PERN application, and implement best security practices to prevent attacks.