FAISAL ALASADI

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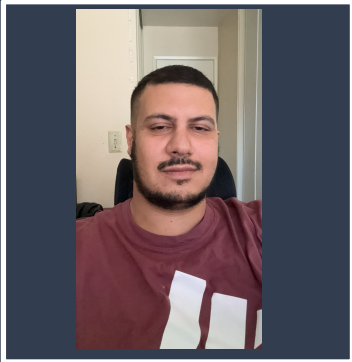
SKILLS

Front-End Development

- CSS, SCSS, Bootstrap, HTML5
- JavaScript, AJAX, JSON
- Angular, React

Back-End Development

- Node.js, Spring, PHP
- MySQL, Microsoft SQL Server, RESTful API

Web Development Tools

- Git, GitHub
- Adobe Creative Suite, Figma, Adobe XD
- WordPress, Drupal

Design and User Experience

- User Interface (UI), UX
- Wireframing

Other Technical Skills

- Microsoft Excel
- Visual Studio

Professional Skills

- Communication (3 years)
- Direct Sales (3 years)
- Customer Service (3 years)
- Delivery Driver Experience (4 years)
- Driving (4 years)

EDUCATION

Associate in Science (AS) in Web design (With Honors)
San Diego Mesa College - El Cajon, CA
Jan 2020 – May 2022

PROFILE

Accomplished, passionate and highly skilled Associate in Science (AS) in Web Design (with honors)with a proven track record of crafting exceptional digital experiences. Proficient in both front-end and back-end technologies, adeptly translating design concepts into responsive, user-friendly websites. Leveraging hands-on experience, I have honed expertise in HTML, CSS, JavaScript, and web development. Adept at collaborating with cross-functional teams to deliver visually stunning and functionally robust websites within budget and time constraints. Eager to contribute my innovative mindset and dedication to enhancing user engagement through intuitive web solutions.

CORE COMPETENCIES

- Proficient in HTML, CSS, and JavaScript, creating visually attractive and responsive web designs.
- Strong command of front-end frameworks such as Bootstrap and React, optimizing user interfaces for seamless interactions.
- Skilled in back-end technologies including Node.js and Express, enabling the development of dynamic and data-driven websites.
- Experienced in utilizing content management systems (CMS) like WordPress to streamline website maintenance and updates.
- Proven ability to collaborate with design teams, translating concepts into functional websites that exceed client expectations.
- Knowledgeable in SEO best practices, implementing strategies to enhance online visibility and improve user engagement.
- Proven ability to deliver outstanding customer service across diverse roles, leveraging active listening and empathetic communication to address inquiries, resolve complaints, and build rapport, resulting in enhanced customer experience and satisfaction.
- Demonstrated expertise in managing high call volumes, addressing customer inquiries, and resolving complaints while effectively utilizing product knowledge and sales skills to drive revenue growth; adept at aligning with company goals, tracking KPIs, and staying current with industry trends.

WEB DEVELOPER EXPERIENCES

Web Developer Intern   **Apr 2021 – May 2022**
The Yiddish Arts and Academics Association of North America (YAAANA). - La Jolla, CA
- Crafted user interfaces using contemporary JavaScript frameworks, along with HTML5 and CSS3.
- Ensured the currency of client websites through regular updates and maintenance.
- Effectively managed multiple tasks simultaneously, prioritizing and troubleshooting with autonomy.
- Constructed and refreshed reusable code libraries to enhance the efficiency of the WordPress development process.

Web Developer   **Jul 2011 – Sep 2014**
Twofour54 Abu Dhabi - Abu Dhabi
- Orchestrated website development by transforming mockups into functional online experiences using HTML, JavaScript, AJAX, and JSON programming.
- Constructed APIs and data clients for seamless API consumption.
- Engineered back-end systems for web platforms utilizing NodeJS and Flask frameworks.
- Executed website coding utilizing HTML, CSS, JavaScript, and jQuery scripting languages.
- Integrated cutting-edge technologies to enhance and sustain the relevance of the website's functionality.

CUSTOMER SERVICE EXPERIENCES

Delivery Driver   **May 2018 – Present**
DoorDash - San Diego, CA
- Strategized efficient routes for timely deliveries, leveraging GPS for precision.
- Ensured customer satisfaction through clear communication and thorough order verification while maintaining a safe driving record.

LANGUAGES

- English - Fluent
- Arabic - Fluent

CERTIFICATION

UX design certificate
Coursera Google

May 2022 – Sep 2022

REFERENCES

Available upon request.

CUSTOMER SERVICE EXPERIENCES

Call Center Representative   **May 2022 – Jun 2023**
California Retina Associates - Chula Vista, CA

- Delivered excellent customer service to patients, vendors, and medical facilities, handling administrative tasks such as patient intake, appointment scheduling, and data entry.
- Reviewed documents for billing accuracy, managed high call volumes, addressed customer inquiries, resolved complaints, and escalated issues to supervisors when necessary.

Sales Consultant/Customer Service   **Mar 2017 – Aug 2019**
T-Mobile Premium Retailer I iMobile LLC - San Diego, CA

- Mastered company offerings and pricing, establishing sales KPIs, collaborating with clients to grasp goals, and addressing process issues.
- Ensured marketing alignment, tracked KPIs, and stayed current with industry trends through seminars and conferences.

Floor Sales Associate   **Mar 2015 – Jan 2017**
Macy's - El Cajon, CA

- Assisted customers in product selection and provided detailed information about features and benefits.
- Maintained the store's visual merchandising standards to enhance customer experience and drive sales.

Customer Service Representative   **Apr 2009 – Feb 2011**
Jumbo Electronics Dubai - Dubai, UAE

- Engaged in empathetic communication with clients, addressing needs, complaints, and inquiries.
- Leveraged active listening, provided solutions, built rapport, and met call center metrics while potentially making sales recommendations to enhance customer experience.