

HOZAIFA ABOZAID

Customer Care Service | Front-End Developer | IT Specialist

+201147582248

wahdany2003@gmail.com

Cairo, Egypt

@Hzifa33



ABOUT ME

A passionate professional with diverse experience in customer service, web development, and digital marketing. I combine technical expertise with excellent communication skills to deliver outstanding results.



Years Exp



Projects



Happy Clients

EDUCATION

BA in Languages and Translation - Spanish Language and Literature, Upper Second Class Honours (2:1), Second in Class

LANGUAGES

Arabic (Native)

100%

Spanish (Upper Intermediate B2)

75%

English (Intermediate B1)

50%

PROFESSIONAL EXPERIENCE



Customer Service Representative

Client Retention at eDreams - Prime Subscription (Nov 2025 – Apr 2026)



Front-End Web Developer

(2024 – 2025)



Video Editor & Graphic Designer

(4 Years)



Social Media Manager

(3 Years)



Data Entry Specialist

(2 Years)



Arabic & Quran Teacher

(2 Years)

SKILLS



TECHNICAL SKILLS



Advanced IT

Terminal & tools management

Automation building

HTML5

CSS3

JavaScript

UI/UX Principles

Adobe Creative Suite



SOFT SKILLS



• Negotiation & Sales

• Client Management

• Multitasking

• Problem Solving

• Team Collaboration

• Communication

• Adaptability