AREEBA AHMAD

https://www.linkedin.com/in/areeba-ahmad-44b6141a2/

A passionate and focused individual with a keen interest in coding having ability to meet tight deadlines, learn new skills and prioritise workloads. I understand the agile framework and have a strong interest in teamwork. I am currently seeking a position which allows me to improve my coding skills.

AREA OF EXPERTISE

HTML 5, CSS, Bootstrap, JavaScript, SQL, MS Office Applications, Time management, Team work, Problem solving, Research, and Analytical thinking.

SKILLS

IT
- Proficient in HTML5, CSS, Bootstrap, JavaScript, SQL, and Microsoft Office applications, gained through university coursework and online training.
- Developed a strong foundation in web development, database management, and front-end technologies.
- Applied technical skills in academic projects, enhancing problem-solving abilities and practical experience.

Communication
- Effectively communicated with customers to understand their needs and provide tailored solutions.
- Handled written correspondence, including emails and reports, maintaining a professional and clear tone.
- Collaborated with team members and managers to improve service processes and enhance customer experience.
- Cooperated on group projects, effectively discussing ideas and problem-solving to meet deadlines.
- Clearly communicated complex concepts to peers and professors through presentations and written reports.

Work in a team
- Worked collaboratively in a fast-paced customer service environment to meet team targets and enhance customer experience.
- Effectively communicated with team members and managers to resolve customer issues and improve service processes.
- Contributed to university group projects by delegating tasks, ensuring deadlines were met, and maintaining clear communication.
- Adapted to different team roles in both academic and work settings, demonstrating flexibility and reliability.
- Supported colleagues in high-pressure situations, ensuring a positive and productive work environment.

Research and Analysis
- Gained strong research skills by accessing and evaluating information from credible sources during university studies.
- Conducted research on challenges in using Scrum in Global Software Development as part of my master's degree and analysed strategies to address these issues.
- Developed critical thinking and analytical skills to assess data, identify patterns, and propose effective solutions.

Working to deadlines
- Developed strong time management skills by balancing daily university studies with 16 hours of work per week.
- Successfully met all university deadlines by prioritizing tasks and managing workload effectively.
- Gained the ability to work efficiently under pressure, ensuring tasks and goals were completed within set timeframes in both academic and professional settings.

Problem Solving
- Quickly identified customer issues and provided tailored solutions, improving first-call resolution rates.
- Utilized active listening and critical thinking to troubleshoot technical issues efficiently.
- Developed creative solutions to complex customer problems, ensuring customer satisfaction.
- Collaborated with different departments to resolve customer concerns in a timely manner.

EXERIENCE

Capita, Customer Service Advisor
October 2022 - Present
- Communicate with customers via telephone, webchat, and email to provide assistance.
- Resolve customer queries efficiently while ensuring a high standard of service.
- Handle complaints professionally, focusing on customer satisfaction.

Subway, Sandwich Artist
February 2020 – September 2022
- Trained new staff on operational procedures and customer service standards.
- Delivered excellent customer service by applying problem-solving skills in a fast-paced environment.
- Ensured strict compliance with health and safety standards.

Unique Girls High School, Teacher
December 2018 – December 2019
- Delivered lessons aligned with national curriculum, fostering student learning.
- Planned, prepared, and conducted engaging lessons tailored to students' needs.
- Encouraged student participation in lessons and academic activities to enhance engagement.

EDUCATION

University of Huddersfield, England
MSc Computing
Passed with Merit

University of Sahiwal, Pakistan
Masters of Computer Science
CGPA 3.44

Cast Postgraduate College, Pakistan
Bachelor of Science
Grade: C
Major Subjects: Physics, Computer, Mathematics

Sahiwal College of the Educators, Pakistan
Intermediate
Grade: B
Major Subjects: Physics, Chemistry, Biology

Govt. M.C. Junior Model Girls High School No.1, Pakistan
Matriculation
English: A
Mathematics: B

PUBLICATIONS

As part of master's degree, my research assignment on agile methodology was accepted by International Conference on Computational Science and Computational Intelligence, United States in 2020 and published in 2021.
https://pure.hud.ac.uk/en/publications/an-analysis-on-scrum-methodology-in-global-software-development-g

REFERENCES

Available upon request.