BILAL FAWAZ

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Personal Profile

I am a dedicated and driven professional currently enhancing my knowledge in the Computer Science and Artificial Intelligence field at Aberystwyth University. Throughout my professional career, I have gained knowledge and experience working as a Pharmacist Assistant, First Line IT Support staff, and Reserve Officer Cadet, among other voluntary work. My work experience has not only enabled me to gain a proven track record in success but has also held me accountable for responsibilities, such as providing exceptional customer service, managing a large business database through PostgreSQL, as well as gaining hands-on experience with a team of 5 in a small business. At this stage of my career, I am now seeking new opportunities which will enable me to utilize my existing skillset whilst developing myself further through new challenges.

Key Skills

- Passion For Programming
  - Using any free time to programme, learn, and work on any of my side projects.
- Customer Service
  - 3 Years of Advanced Experience within a team of 5.
- Creative Thinking
  - Independently developed a UI based Stock Management System for a Client in 3 Weeks (Python, MySQL).
- Programming Proficiency
  - 6 months C & C++ and Haskell.
  - 6 months HTML5 and CSS.
  - 4 years of Python.
  - 2 years of Java (JavaFX, SceneBuilder).
  - 1 year of PostgreSQL.
- Academically Able
  - On track for a 1st in my second year and aiming for a first honours degree overall.
- Logical Problem Solver
  - Strategically lead a platoon of 12 during drill nights on the field.

Education

2020-2024   **Aberystwyth University**

BSc (Hons) Computer Science and Artificial Intelligence (with integrated year in industry)

Some Relevant Modules:

(CS12320) – Software Engineering (On-going):

- Applying software quality control procedures used in industry.
- Developed my GitHub experience learning git operations, and version and configuration management using git.
- Demonstrated my ability to work in a team of 7, delegating tasks and regularly taking minutes of every meeting in a professional manner.
- Designed prototypes and the finished versions of the UI using JavaFX and scene builder, to develop a fully functioning interactive board game.
- Produced the key deliverables in software life cycles and evaluated the ethical situations to make professional judgements on them.

(CS12020) - Introduction to Programming (1st):

- Gained 4 months experience using Arduino C, in addition to showcasing my knowledge of robotics when I received my Arduino shield.
- Through defensive programming I produced a line following robot programming using the robot shield, reading from the I/Os; LEDs, Buttons, and IR sensors.

(CS18010) - Professional and Personal Development (1st):

- Developed my professionalism, logical problem-solving skills, as well as attention to detail all transferable skills for a career within the technology industry.
- Identified what standards employers expect from its employees.

(CS12320) - Programming Using an Object-Oriented Language (1st):

- Developed a non-trivial object-oriented program that contains a graphical user interface, thereby demonstrating the ability to deal with simple event-driven programming.
- Demonstrated the ability to apply the concepts of composition, inheritance, polymorphism, and in OOP.
- Advanced my debugging abilities and error handling, to produce robust efficient code.

2018-2020   *MPW Sixth Form College, Birmingham*

Awarded 3 A Levels – Computer Science (A), Physics (B), Mathematics (C) (Calculated grades due to COVID-19 and the cancellation of exams)

Experience
Spanner Monkeyz

First Line IT Support | June 2017 – July 2021

- Supported the senior mechanic, by following clear instructions on disassembly, assembly, and testing of parts all while ensuring quality is constantly kept to the highest level
- Actively supported a team of 3 mechanics, as well as 2 office employees
- Assisting in the overall cleanliness of the workplace ensuring Health and Safety standards are upheld
- Communicated and liaised with hundreds of customers, whilst upholding exceptional levels of professionalism and offering excellent customer service
- Managing cliental data, business analytics, and employee information.
- Analysed and overcame any problems with user logins, network connections, website modifications, and general IT support concerns within the office

Wales UOTC (Army Reserves)

Army Reservist | December 2020 – Present

- 10+ months of positive experience taking the initiative to lead and mentor a platoon of 12 during drill night weekends away
- Implemented a tactical distribution of forces, applying my organisation skills to ensure every member works as a team and keeps moving forward to our goal of reaching the enemy lines
- Refined my manual dexterity, handling weapons, military equipment, and setting up camp

Andersons Pharmacy/ Supercare Pharmacy

Pharmacist Assistant | November 2016

- Organized prescriptions for collection by patients, following the step-by-step procedure, and getting quality control checked by the pharmacist
- Managed inventory control; restocking medication, ordering new prescriptions, and removing out of date products
- Operated parts of the NHS database, modifying patients records in line with the data protection act
- Upholding the highest levels of customer service whilst in the workplace; providing service with a smile, and a targeted client by client approach

Languages
- English (Fluent)
- Arabic (Fluent)
  - 13 years
- Spanish (Beginner)
  - 3 months

(Please note, that all references are available upon request)