

SHAFYL CHOUDHURY

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OBJECTIVE

Seeking a position and platform to utilize my skills and abilities in your organization that offers professional growth while being resourceful, innovative and flexible. First-Class Computing BSc graduate with industry experience within the technical field. Currently enrolled on a Full-Stack remote coding bootcamp hosted by Code Institute.

EDUCATION AND CREDENTIALS

- **Full-Stack Software Development (Remote) – 2020 to Present**
CODE INSTITUTE, DUBLIN
LANGUAGES AND TOPICS: *HTML, CSS, JavaScript, Python, SQL, MongoDB, Flask, Bootstrap, Materialize, Jasmine Testing Framework, Django, Heroku, GitHub, Agile Development, Django REST Framework*
- **BSc Hons Computing (First-Class) – 2016 to 2020**
DE MONTFORT UNIVERSITY, LEICESTER
1st Year: 60.5% 2nd year: 70.5% 3rd year: 1st (72%)
- **BTEC Diploma / BTEC Extended Diploma – 2012 to 2015**
HENLEY COLLEGE, COVENTRY
Computing Level 3: Distinction Star, Distinction Star, Distinction. Computing Level 2: Merit
- **Completion of GCSE's 5 – 2007 to 2012**
SIDNEY STRINGER ACADEMY, COVENTRY
A-C including English and Math's*

CORE CURRICULUM

- Front-End Web Development
- Database Management and Programming
- Multi-Service Networks
- Advanced Programming

HIGHLIGHTS OF ACCOMPLISHMENTS

- Sound knowledge of RDBMS Database Schema with hands-on experience on SQL/NoSQL DB.
- Developed and hosted a full-stack application using HTML5/CSS/JS and Bootstrap with PHP and SQL.
- Experience on Start to end web application deployment, which includes DB/apache server setup.
- Good understanding of applying an Agile approach to development.

SOFT-TECH SKILLS

Software Languages: HTML, CSS/CSS3, JavaScript, Bootstrap, PHP

Database Management: SQL, No SQL

Software Tools: Microsoft Office, PhpMyAdmin, Apache Server, FileZilla. Version Control Systems: Git/GitHub.

INDUSTRIAL EXPERIENCE

Sep-18 to Sep-19

IT Technical Support/Junior Software Developer

Onvu Retail (Placement Year), Market Harborough

- Provide first-line support to existing clients.
- Set up Windows environments to restrict access to sensitive Windows functions and prevent end-users from tampering with PC systems.
- Configured CCTV cameras and build bespoke systems to meet client's needs.
- Configured network environment to record CCTV footage onto systems
- Developed and hosted a full-stack application using HTML5/CSS/JS and Bootstrap with PHP and SQL. Source code can be found within [GitHub](#) account.
- Used Git version control (REVERT, SQUASH, MERGE, DIFF, CONFIG).

CUSTOMER SERVICE EXPERIENCE

Mar-18 to Feb- 20

Customer Representative

Hastings Direct, Leicester

- Worked on Customer-centric approach to resolve and support customer requirements and as a team delivering exceptional customer experience.
- Work towards a goal while adhering with FCA regulations and keeping up to date with changes
- Capitalize sale opportunities to achieve sales and ancillaries' targets.
- Demonstrated excellent sales skills with an ability to overcome objections, delivering a fair outcome for our customers

Aug-17 to Sep- 17

Customer Service Representative

Coventry University, Coventry

- Responsible for the day-to-day maintenance/processes concerning the software application and its features.
- Managing a small team, ensuring that team members are working towards full potential.
- Informing potential tenants by verbal and email communication of the process and legal responsibilities.
- Liaise with landlords regarding gas and electric safety certificates to ensure the property portfolio continues to be legally compliant.
- Responsible for the accurate calculation and production of monthly, quarterly, half-yearly and annual rental payment schedules.

Jun-17 to Aug-17

Call Centre Operative

Coventry University, Coventry

- Solving inbound queries including complaints from landlords and tenants regarding student accommodation.
- Working to meet service level agreements and targets
- Manage and resolve customer complaints within the timeline and company protocol.

Jan-16 to Sep-16

Customer Service Representative

Capita, Coventry

- Administer Council Tax, and Housing Benefit claims on behalf of Wycombe District Council.
- Dealing with incoming calls regarding payment queries, customer queries and complaints
- Handle confidential information and demonstrate empathy when dealing with customers.
- Collaborate closely with internal/external stakeholders to improve services
- Process payments and create a payment plan.

Jul-15 to Nov-15

Fraud Agent

Barclays Bank, Coventry

- Deal with personal and business customer queries relating to banking fraud.
- Comply with Data Protection and adhere to Service Level Agreements
- Take full ownership of queries from receipt to close to manage customer expectations. Escalate if necessary when beyond my authority.
- Adhering to ID and Verification processes following GDPR guidelines.
- Effective questioning techniques to determine required Transactional Dispute.
- Promote various banking products and services and help identify suitable options for the customer.