

# Muhammad Umar

Computer Games Design

## Contact

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## Education

### GCSE

Hurlingham and Chelsea School  
England, United Kingdom

### BTEC

Information Technology and  
Computing  
Croydon College  
England, United Kingdom

### BSc

Computer Games Technologies  
University of Portsmouth  
England, United Kingdom

## Key Skills

Problem Solving  
Quick Learner  
Observation Skills  
Communication Skills  
Management Skill  
Attention to Detail  
C# and C++  
3D model Software

## Objective

As a computer games design graduate, my passion and desire are to create games that are inclusive and fun to play for everyone. With strong skills in Unity, Unreal Engine, and 3D modeling, I aim to join a forward-thinking game development team where I can contribute to designing engaging and accessible gaming experiences. Dedicated to fostering inclusivity and innovation, I am eager to collaborate with a diverse team to create games that bring joy to a wide audience.

## Experience

AUG 2023 - CURRENT

**Technical Support** | DrunkDeer Keyboard, Online

Working with DrunkDeer keyboard to provide technical support to users has allowed me to learn about the workings of a computer keyboard and all the components that go in to create a quality gaming experience. It also provided me with the ability to improve my communication skills on an online platform solving problems and providing information for users regarding the keyboards. Additionally, skills such as testing firmware and looking out for bugs to fix are also acquired during the time working with the company.

AUG 2018 – JAN 2024

**Team Leader** | WHSmith, London

As a Team Leader at WHSmith, I honed my skills in organizing and directing a team to meet daily targets and deadlines. I developed strong problem-solving abilities, effectively addressing challenges and finding practical solutions. Clear team communication was essential, fostering collaboration and ensuring everyone stayed motivated. My dependability was key, as the team relied on my guidance to consistently deliver high-quality service and maintain store standards.

JULY 2020 – OCT 2021

**Sales Advisor** | Superdrug, London

During my time at Superdrug, I developed a wide range of skills required for a fast-paced retail environment. In addition to working on improving my communication skills and making it clearer and more concise. The job often involved

upselling products by highlighting their benefits and offers. Additionally, I improved my team communication skills to ensure smooth communication with team members, providing me with a strong foundation and quality customer service.

JUNE 2016 – APRIL 2018

**Sales Advisor** | Maplin, London

Working as a sales advisor at Maplin, I got the chance to better hone my communication skills while also learning other crucial skills such as upselling products and providing precise information of electronic products.

OCT 2013 – JULY 2015

**Hospitality Staff** | Spice Village, London

Working in a hospitality environment has helped me learn important skills such as communicating efficiently, time management, problem solving and high attention to details. These skills are transferable to all the jobs and have helped me in my education and jobs.

## Communication

At DrunkDeer Keyboard, I implemented a streamlined communication system that significantly improved the efficiency of the technical support team. By leveraging bots and advanced Discord server management skills, I created an efficient support ecosystem, enabling users to easily access assistance for their products. This approach not only enhanced response times but also improved the overall user experience.

## Leadership

Working in university projects as programming lead, delegating tasks and using software such as Jira and Confluence to manage teamwork and staying on top of the tasks and meeting deadlines. In a working environment leadership skills were displayed by delegating task to team members to complete daily tasks while also providing excellent customer service in a quick retail environment at WHSmiths.

## References

Available upon request.