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|  | Muhammad Umar  Programmer | |  |
| Contact +447400525348  [Muhammadumer091@gmail.com](mailto:Muhammadumer091@gmail.com)  [Muhammad Umar |Portfolio](https://hoodiniii.github.io/Portfolio/)  [Muhammad Umar | LinkedIn](https://www.linkedin.com/in/muhammad-umar-634442169/) | | Objective Passionate and creative computer games programmer graduate with a strong foundation in game mechanics, level design, and user experience. Looking to utilise technical skills and innovative thinking to create engaging, immersive gaming experience in a dynamic and forward-thinking game development studio. Eager to contribute in all the stages of game development, from concept to launch, and collaborate with cross-functional teams to bring unique visions to life. | |
| 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 Languages C++  C#  HTML  CSS  Bootstrap | | Experienceaug 2023 - current Technical Support | DrunkDeer Keyboard, Volunteer  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 june 2016 – april 2018 Sales Advisor | Maplin, London oct 2013 – july 2015 Hospitality Staff | Spice Village, London | |
|  | | 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 WHSmith. | |
|  | | References Available upon request. | |