Haroon Younis

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ASPIRING SOFTWARE DEVELOPER

Details

Reading/Yorkshire
United Kingdom
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Links

GitHub

Linkedin

Skills

Full-stack development

Agile methodologies

Cloud technology

DevOps

UI/UX knowledge

Troubleshooting skills

Profile

As a mature and adaptable individual, I have a natural inclination to connect with people and build strong relationships.

I am disciplined individual with a strong background in support and communication, coupled with a profound interest in technology,

venturing into engineering. With foundational Software,scripting and programming knowledge, particularly in Java, CSS, Python and Bash, alongside experience in utilizing Linux systems,

I am always looking for opportunities to learn and grow. Overall, I am committed to excellence and continuously strive to improve both personally and professionally.

Employment History

Software Developer Bootcamp, Just It Recuirtment

JUNE 2024 — SEPTEMBER 2024

Participated in a Software Developer Boot-camp at Just It Recruitment, gaining hands-on experience in modern software development technologies and methodologies like JavaScript,Python CSS SQL. Developed proficiency in various programming languages and tools, and collaborated with peers on real-world projects, enhancing my problem-solving and teamwork skills.

- Participated in hands-on training and practical projects, gaining proficiency in various programming languages and tools.
- Collaborated with peers on real-world projects, enhancing problem-solving and teamwork skills.
- Successfully completed the bootcamp, demonstrating practical knowledge and competency in software development.

Network Engineer, Whitespider

FEBRUARY 2024 — JUNE 2024

Served as a Trainee Network Engineer at White-spider, where I was responsible for the design, implementation, and maintenance of the company's network infrastructure. Training to Successfully configure and optimise network components, ensuring seamless connectivity and efficient data transfer across the organisation and being apart of the Service Desk Team, however a time with the company.

- Training to Design and implement network infrastructure, ensuring seamless connectivity and efficient data transfer.
- Configured and optimised network components to meet the organisation's operational requirements.
- Maintained and troubleshooted network systems, ensuring high reliability and performance.

Technical Support Advisor, Capita

MAY 2023 — DECEMBER 2023

Served as a Technical Support Advisor at Capita, providing technical assistance and guidance to customers on various products and services. Effectively resolved customer queries and issues, ensuring high levels of customer satisfaction and retention.

- Provided technical assistance and guidance to customers on various products and services.
- Resolved customer queries and issues, ensuring high levels of customer satisfaction and retention.
- Collaborated with cross-functional teams to address complex technical issues and improve service delivery.

Administrator, Rural Payment Agency, York/Remote

MARCH 2022 — DECEMBER 2022

In my previous role at the local government's RPA, I worked as a Claims Processor, where I was responsible for managing claims and processing applications for farmers. This involved updating their accounts, processing new claims, and providing support to farmers with their queries. My role required me to use multiple new software applications such as CRM, Siti agri, and others, which I quickly became proficient in using –

Working with claims was a new challenge for me, and I found it to be a fulfilling experience. The diverse environment and the opportunity to interact with multiple people made the job enjoyable. I was able to progress in this role and take on more responsibilities as my experience grew. Overall, I enjoyed the challenge of this role and found it to be an

Team Lead/Advisor, Sitel, Remote

JANUARY 2020 — JANUARY 2022

At the beginning of this role, my main duties were calling patients day to day advising them of social distance and giving them information about covid 19 and how to follow government guidelines. The process of doing this was quick, I was trained in a month quickly on basic customer service, speaking to vulnerable people, and handling calls with upset customers. This role was my first remote role, which took a few days to get used to. Interestingly Whilst working I realized how efficient working from home is and how productive I was when working independently from the comfort of my home.

As I progressed greatly, I was promoted to become a team manager and trained newcomers to test and trace, this included Managing a group of 20 people, dealing with the request, solving complex i.t issues, and teaching team members how to deal with difficult patients and organizing meetings and creating lectures to help newcomers with their ability to do their job.

IT support line/worker, Teamsearch, halifax/hybrid

MARCH 2018 — JANUARY 2019

IT support line/worker

Teamsearch

Mar 2018 - Jan 2019

I was responsible for assisting users who encounter issues with their computer hardware, software, or network. When users contact me, I communicate with them via phone, email, or in person to diagnose and troubleshoot the problem. I also perform maintenance tasks such as system backups, software updates, and antivirus scans. I monitor network security using firewalls, antivirus software, and intrusion detection systems. This was scope of the role

Education

Computer Science, Learn Direct

JANUARY 2020 — JANUARY 2022

I have completed the Computer Science A-Level course equivalent (ATHE), which provided me with a comprehensive understanding of foundational concepts and principles in the realm of computing.

Through this course, I gained insights into programming languages, algorithms, data structures, and the broader aspects of computer systems. Also did many math's modules like algebraic equations, trigonometry and calculus My completion of the Computer Science A- Level not only deepened my passion for technology but also equipped me with a strong academic foundation to pursue further studies and professional opportunities in the field,

BTEC Level Law and Business 3, Calderdale College, halifax

SEPTEMBER 2017 — MAY 2019

In college I completed a Level 3 Course in Law and Business, I can attest to its enriching and comprehensive nature. Throughout the duration of the program, I gained a profound understanding of both legal principles and the intricacies of the business world. The course offered a well-balanced curriculum, covering fundamental legal concepts alongside essential business topics like marketing, finance, and management strategies.

Engaging in various modules allowed me to explore the connections between law and business, helping me develop a holistic perspective on how these domains intersect and influence each other. Practical case studies and real-world scenarios provided hands-on experiences, sharpening my critical thinking, problem-solving, and decision-making skills. Additionally, the course's emphasis on effective communication has greatly enhanced my ability to articulate complex ideas concisely and persuasively.

Overall, both of these subjects were valuable and help me with my daily life

GCSE, Sowebry Bridge High School , halifax

JANUARY 2011 — MARCH 2016

GCSE

5x GCSEs grade C or above, including Maths and English. Maths (A)

English Literature (B) English Language (C) IT(C)

French(C)

Business Administration (C)

Extra Information

Skills and Achievements

In one of my previous roles working as an interviewer, I cross- examined local businesses on a professional level, my role was to ensure more efficiency for clients and provide information on how they could cut costs and budget. I learned how to deal with a diverse range of customers of different age groups and backgrounds. My experience as an insurance adviser was invaluable in this role as I was able to

confidently take control of a difficult situation with distressed or unhappy customers, managing to keep them calm yet still clearly communicating my points with them until the issue was resolved.

My biggest take-home experience in this role would be that knowledge is power. The more informed I was about my own services and products the better I could explain myself to customers. I often see this frustration within myself when I am speaking with a customer service agent as their lack of knowledge and inability to listen can make anyone feel like they are never going to get any help. With this in mind, I speak to my customers in a more empathetic way, ensuring I listen to and understand their needs before I progress any further.

During my time in college, an important achievement for me took place on an enterprise day, a day when students are placed in groups to propose a new business product. We were allocated to a team with other students, and I was designated as the team leader. My main objective was to instruct and inform my teammates of the task to complete, and to set financial budgets and time limits up to the submission deadline. Despite encountering some challenges, such as differences in opinion and communication issues, I was able to successfully navigate these obstacles by implementing effective communication strategies, listening to my teammates' suggestions, and finding ways to compromise. As a result, our team's proposal received positive feedback from the judges, and we were recognized with an award for having exceptional management skills. Moreover, due to my success, I was later invited to further promotional events and business days, where I had the opportunity to network with industry professionals and gain insights into the world of business.

Looking back on this experience, I realize that being a team leader not only taught me valuable leadership skills but also provided me with a platform to showcase my abilities and build my confidence.