

# Imad Mameri

0738 906 3571 | [imadmameri1@gmail.com](mailto:imadmameri1@gmail.com) | <https://www.linkedin.com/in/imad-mameri-867a261a0/> |

## EDUCATION

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### University of West London

*MSc in Software Engineering*

London, UK

*Jan. 2020 – June 2021*

- Machine Learning • Mobile Web Component Development
- Cyber Security • Data Structures and Algorithms
- Advanced topics in Software Engineering • Big Data Analytics

### University of Roehampton

*BSc in Economics*

London, UK

*Sep. 2012 – May 2015*

- Accounting and Finance • Project Management
- Business Data Analysis • Development Economics
- International Economics • Marketing

## TECHNICAL SKILLS

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**Languages:** Python, JavaScript, HTML/CSS, R

**Frameworks:** React, Node.js, Vue.js, WordPress

**Developer Tools:** Git, Google Cloud Platform, VS Code, Visual Studio

## EXPERIENCE

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### MTU Manager

*Sodexo*

August 2020 – Present

*United Kingdom*

- Using SharePoint as an online database management system to keep track of training records, security checks and other documents
- Creating Excel sheets in order to have trackers in place to keep up to date with stock and training
- Read and interpret directives and documentation issued
- Manage personnel resources and train and motivate the team to deliver service excellence
- Carry out instructions provided in a written, oral or diagram form
- Overall Management of site and coordination of operations
- Timely preparation and submission of all reports and returns as required
- Problem-solve and create solutions to complex problems
- Keeping records, ensuring safety regulations and procedures are adhered to
- Operate the site strictly in line with all health directives and Policy and Procedures issued by Government
- Feedback to central teams and the base of operations

### Nespresso Customer Specialist

*Nestle*

Sep. 2016 – Feb. 2020

*London, UK*

- Advice customers and businesses on Nespresso products and services
- Ensure sales targets are consistently met each week
- Develop relationships with store representatives and the Nespresso team

### Operations Manager

*Canvuss Limited*

March 2015 – Sep 2016

*London, UK*

- Designing and implementing a communication strategy for social media channels
- Responding to customer queries and complaints
- Developing and implementing new sales initiatives, strategies and programs targeting specific SME's
- Managing relationships with customers, maintaining regular contact with them on future products and service changes

## LANGUAGES

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**English** | *Full professional proficiency*

**Arabic** | *Full professional proficiency*