

Curriculum Vitae - Kashif Javed

Date of Birth: 01/07/1990

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Profile:

I am currently contracting on the Packaged Bank Account mis-sale project for Lloyds Banking Group with Huntswood Ltd on a full time basis working Monday to Friday. As well as my full time work, I have taught myself to be able to use the C# programming language in order to script in the Unity game engine and I also have experience coding in GML for the GameMaker game engine, giving me a well rounded skill set. In my spare time I code various prototype video games and create all of my own art assets and animation. This has given me a good knowledge of the overall process of creating a video game from the ground up.

Skill and Personal Qualities:

- I am a very capable user of I.T having used it throughout my degree and employment history
- I have excellent communication skills and am able to converse and correspond in a professional manner, written or verbally. This makes me a great team player
- I have a good working knowledge of various creative production pipelines, as well as a good knowledge of OSX and Windows operating systems
- I am capable of meeting strict deadlines and targets set for me on any project that I work on

Qualifications:

September 2008 - July 2012

2:1 Bachelor of Arts degree in Computer Animation received from the University of Bradford.

June 2008

A Level - Media Studies - B
A Level - General Studies - C
A Level - ICT - D

June 2006

10 GCSE's at grade A - C

Work Experience:

Lloyds Banking Group, Complaints Manager

September 2015 - Present

- Main responsibilities include working to strict targets set by the client
- I work to a strict process that the client has laid out in order to provide fair outcomes for all customers
- I must attempt to contact all customers in order to obtain their testimony regarding their complaint. This requires an excellent telephone manner
- I was given the role of 'Data Capture Tool Subject Matter Expert'
- My duties were to train the other colleagues on the use of the new system
- I was part of a team set up to have other colleagues 'signed off' for use of the new system
- I spent a period of time working with the operations managers to find ways to reduce the errors made on the new system
- I would regularly give feedback to colleagues regarding errors made

WaterDrop Studios (Voluntary - Unpaid)

April 2014 - July 2014

- I was tasked with creating 2D and 3D animations for a mobile game application that the studio was working on at the time
- I worked closely with the project lead to make sure that the game assets were to the standard that the project required
- As we were a small team of three people, I had a lot of input on the game design and the formation of the project

Tesco Ltd. Beers, Wines and Spirits Department

October 2013 - September 2015

- My main responsibilities were to make sure customers viewing the department are seen to and feel welcomed
- As a team we frequently changed the promotions on the department. This requires excellent team work and communication to make sure we would hit the deadlines
- Another responsibility was to relay any concerns with the department back to the store manager either verbally or in writing on a monthly basis. This required a certain level of professionalism to convey our issues within the department

H Samuel Jewellers, Diamond and Watch Advisor

June 2012 - October 2013

- I aided the sales process by assisting customers with general enquiries and advising them on available products and promotions
- Working with a team, I was responsible for providing customers with the highest possible standard of service and general shopping experience
- I achieved excellent levels of productivity and regularly exceeded my sales target
- I was upgraded to the role of 'Diamond and Watch Advisor' after completing a training course within the company

Outfit Fashion, Store Assistant

October 2011 - January 2012

- I worked for Outfit Fashion on a part time, temporary basis around my time spent studying towards my degree
- I dealt with customer requests and queries. This often included dealing with customer complaints and ensuring the customer left the shop satisfied with the service they received
- I was responsible for organising the store stock room and ordering stock to ensure that the store was able to deal with customer demand

Blockbuster Entertainment, Manager on Duty**June 2009 - October 2011**

- I worked for Blockbuster Entertainment on a part time basis around my time spent studying towards my degree
- I was primarily the face of a company whose culture revolved around delivering great customer service
- I was trained to develop my customer rapport skills and represent the company in a professional yet friendly manner
- Selling products and retaining customers, I gained praise for my achievement and growth in these areas and was consistently named the highest seller as I consistently surpassed my targets
- I was responsible for contacting customers by telephone or in writing in order to collect owed monies. This required a high level of professionalism and sensitivity, as I regularly dealt with customers affected by financial difficulties
- I was responsible for organising a team. This included setting their daily sales targets, organising their shift patterns and motivating the team

References:

Available upon request.