

Muhammad Umar

Programmer

Contact

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[Muhammad Umar | Portfolio](#)

[Muhammad Umar | LinkedIn](#)

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

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.

Experience

AUG 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.

Observation Skills
Communication Skills
Management Skill
Attention to Detail

Languages

C++
C#
HTML
CSS
Bootstrap

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.