

Mohamed Nour

mohamednour19@outlook.com

<https://github.com/Maxmedcodes>

Dynamic and versatile Self Taught Full Stack Developer with a robust skill set encompassing Git, HTML, CSS, React, Postgres, and AWS Cloud. Proven track record of designing and implementing web applications, leveraging front-end technologies like HTML, CSS, and React. Skilled in managing and optimizing back-end databases using Postgres. Adept at version control with Git, collaborating effectively within Agile teams to deliver high-quality software solutions. Eager to leverage technical expertise and enthusiasm for technology to contribute effectively to innovative projects and initiatives.

EXPERIENCE:

Sports Direct - Retail Assistant Oct 2023- Jan 2024

- Contributed to delivering exceptional customer service by addressing inquiries and ensuring customer satisfaction in a fast-paced retail environment.
- Collaborated with colleagues to maintain store cleanliness, organize merchandise displays, and restock shelves.
- Demonstrated excellent interpersonal and communication skills by engaging with customers to understand their needs and provide personalized assistance.
- Exhibited reliability and adaptability while maintaining a positive work ethic and actively learning and adapting to new tasks and responsibilities.

PRPL Rose & Maze - MultiDrop Driver April -June/October-December 2023

- Provided exceptional customer service;
- Completed daily deliveries to assigned geographical area;
- Provided help and advice to customers and colleagues
- Handled customer paperwork or package tracking applications
- Utilised excellent time management skills to ensure that orders are received on time

Fnality TechOps Analyst- April 2022 – December 2022

- Working within an Agile Framework through using story points to tackle various tasks within sprints
- Working closely with customers (Tier 1 Banks, Central Banks) on operational support issues and ensuring 24x7 availability of services.
- Working on Financial services back-office processes, systems and products
- Worked with Opsgenie, Grafana Confluence and Jira service desk
- Worked effectively within teams to complete tickets within sprints

AWS Re/Start programme - Generation UK & Ireland Jan - Apr 2021

- During the 12 week bootcamp I developed strong IT Fundamentals in Networking, Security, Databases, Linux and Python
- Adopted Behavioral skill Mindsets such as Growth Mindset to work on challenging virtual lab tasks both independently and collaboratively
- Applied Python skills to create scripts within Linux Bash after that I expanded on my strong fundamentals and set out on my own to create 2 Python games
- Applied Networking and Security best practices when creating a network architecture using AWS services such as EC2, IG, VPC and IAM

- Learnt about the structures ,types & language of databases then applied that knowledge in MYSQL and AWS RDS to create custom databases
- Developed knowledge about Cloud and AWs services as well as methods to ensure when delivering Cloud solutions

Sales ledger Assistant - Iglu cruise London Feb 2020-Nov 2020

- Worked within the Finance team ensuring accurate recording and reporting of financial records whilst using my customer service skills to call customers and ensuring their balances owed were paid
- Developed my attention to detail by meticulously ensured customer balances were collected in an efficient manner so as to minimise bad debt risk occurring within the business and if needed chased outstanding balances due from customers
- Effectively handled both inter department and customer queries ensuring that I clearly communicated the procedures/solutions required to resolve their query
- Examined refund claims and then processed verified and approved refunds on cancelled or amended bookings in a timely manner and then recorded them in the accounting system
- Worked collaboratively with other colleagues to ensure daily receipts were posted and correctly reconciled on Pegasus accounting software

OCS Group Ltd UK -Event Steward Kennington Apr. 2018 -Sep. 2019

- Provided exceptional customer experience by addressing any customer queries/complaints and responding and deal with them as quickly as possible
- Worked independently and collaboratively in teams to ensure tasks were managed efficiently by delegating/sharing roles between colleagues
- Oversaw new employees training ensuring they were adequately trained and prepared for their roles
- Addressed any customer queries or complaints in a respectful manner
- Scanning tickets and passes and adhering to security policies to prevent entry for those unauthorised

EDUCATION

2016-2019

BSc: Accounting (2:1 Hons) Roehampton University

Certifications:

- AWS Certified Cloud Practioner
- AWS Solutions Architect