May Samah T.A.M

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Personal Profile

My background is in customer service, sales, and team leadership. While working in roles that required problem-solving, coordination, and client communication, I realised it was time for me to go back into technology, especially during my time supporting cybersecurity by collecting data from clients for their pen tests.

This experience inspired me to transition into software development, and I have since upskilled through intensive training with Just IT. In this training, I worked on key Software Development fundamentals alongside building a portfolio to showcase my abilities.
I have also received my Basics and Plus certificates with SheCodes.
I'm currently going through React and filling my GitHub with projects to display my knowledge.
In future, I hope to enter the world of IT in a Junior Developer or similar position, to build a tech career

Key Skills

Technical Skills:
- **Programming Language:** JavaScript, C#, Python
- **Web Development:** HTML, CSS
- **Tools:** Visual Studio Code, Git & GitHub, Microsoft Office
- **Database:** MySQL

Soft Skills:
- **Problem-Solving:** Able to troubleshoot issues efficiently and think critically under pressure.
- **Communication:** Clear and confident communicator with both technical and non-technical people.
- **Teamwork:** Collaborative and experienced in cross-functional teams.
- **Organisation & Time Management:** Skilled in coordinating schedules and meeting deadlines.
- **Attention to Detail:** Ensured accuracy in both technical tasks and customer service scenarios.

Training and Education

04/2025-Present   Just IT Training Ltd, London
Digital Skills Bootcamp: Software Development
A eight-week intensive bootcamp covering the fundamentals of Software Development.
- Introduction to HTML/JavaScript/CSS
- Developed a Weather App using APIs
- Database design using MySQL
- Built a terminal game using C# and troubleshooting using XUnit

09/19 - 07/22   TUDublin , Blanchardstown, Ireland
BS in Computing in Information Technology

09/13 - 05/15   Blakestown CS, Blanchardstown, Ireland
Leaving Cert: English(C3), Irish(C2), Maths(C3), Geography(D2), Physics & Chemistry(D1)

Employment History

09/24 - 01/25   **Team Member**
TK Maxx, Metro Centre
- Delivered excellent customer service through a friendly approach.
- Replenished stock efficiently and maintained well-organised merchandise displays.
- Operated tills, processed transactions accurately, and assisted customers with queries.
- Helped maintain a clean and orderly store environment in line with health and safety standards.
- Worked collaboratively with team members to meet daily store targets.

07/22 - 07/23   **Sales Representative**
Closed Door Security (Remote)
- Participated in scope meetings and contributed to project planning and proposal development.
- Oversaw the coordination of penetration testers and managed scheduling and reporting tasks.
- Conducted B2B outreach and cold calls to generate leads and promote cybersecurity services.
- Built and maintained strong client relationships through effective communication and follow-ups.
- Gained hands-on exposure to Cyber Essentials workflows, enhancing technical understanding and project coordination skills.

06/20 - 07/22   **Team Leader**
KFC, Blanchardstown, Ireland
- Supervised daily operations and ensured team performance during shifts.
- Created and managed shift schedules, delegating tasks to maintain a smooth workflow.
- Monitored inventory levels and ensured proper stock rotation, meeting food regulations.
- Ensured compliance with food safety and health regulations, maintaining a clean and safe work environment.
- Handled customer complaints and resolved issues efficiently to maintain high satisfaction levels.
- Trained new staff on company procedures, customer service and health guidelines.

Interests & Hobbies

- I enjoy using the pc I built from scratch to game
- I like following challenges, like right now I'm doing 75 Soft.
- When I'm not sketching, you will find me crocheting.

References available upon request