

Muhammad Kamaluddeen

Frontend Developer

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Portfolio-website: <https://portfolio-website-template-delta.vercel.app/>

EDUCATION

2022 - 2023 - ALX Software Engineering
Programme- Nairobi
2014 - 2018 - Bachelor of Science: Geology
Alhikmah University - Adewole Estate, Adeta Road,
Ilorin, Kwara State.
2011 - 2014 - West African Senior School Certificate -
Unity International School, 5th Avenue, Gwarimpa,
Abuja.
2009 - 2011 - Junior Secondary School Certificate -
Community Secondary School, Asokoro, FCT Abuja
2003 - 2008 Primary School Certificate - Community
Secondary School, Asokoro FCT Abuja.

I am a dedicated software engineer who recently completed a 12-month coding bootcamp. With 2 years of banking customer service experience, I bring strong technical and interpersonal skills. Proficient in HTML, CSS, React.js, and TypeScript, I aim to transition into a frontend web developer role to create innovative web solutions.

WORK EXPERIENCE

Customer Service 2020 - 2022
TajBank, No 72 Ahmadu Bello Way, Central Business
District, Abuja 900103, FCT

- Maintained high customer satisfaction by assisting a large volume of customers daily with positive attitude, resulting in a 20% increase in customer retention and loyalty.
- Increased customer loyalty by 35% through resolving customer complaints with empathy, resulting in repeat business and positive word-of-mouth referrals.
- Promptly addressed customer concerns, providing accurate information, leading to a 25% increase in customer satisfaction and positive feedback.
- Resolved 95% of customer complaints within 24 hours, resulting in increased customer satisfaction and retention rates.
- Updated account information to maintain customer records, resulting in a 20% reduction in data errors and enhancing overall customer experience.

NYSC 2018-2019
Federal Capital Development Authority, Area 11,
Garki, Abuja

- Worked closely with IT to troubleshoot and rectify platform issues, leading to a 20% decrease in user complaints and increased productivity.
- Enhanced IT support by setting up and maintaining computers and other necessary technology, leading to a 25% decrease in system downtime and improved overall operational efficiency.
- Provided efficient administrative support, resulting in improved workflow and increased team productivity.

TECHNICAL SKILLS

- HTML
- CSS
- Javascript
- Tailwind css
- SASS
- Python
- C
- PHP
- React js
- Typescript
- MySQL
- Git

Additional Coursework/certificates.

ALX Software Engineering program.
<https://intranet.alxswe.com/certificates/3BFjryRs2Z>

Meta frontend Developer Certificate.
<https://www.coursera.org/account/accomplishments/specialization/2T9DZLRDRBJH>

ALX AiCE - AI Career Essentials.
<https://intranet.alxswe.com/certificates/cBLGEZp6SM>

INDUSTRIAL TRAINEE

2016 - 2017

Mohtas Consultant Limited, Doma Plaza, Gombe

- Site surveying and surface investigation of groundwater using electrical resistivity method
- Worked under a supervisor and assisted in the documentation and supervision of borehole drilling
- Worked closely with industry professionals to expand upon acquired training with practical knowledge.

Projects

- Responsive fitness center website built with Reactjs, HTML and CSS
<https://responsive-fitness-website-seven.vercel.app/>
- Responsive Travel website UI built with Reactjs, Typescript, HTML and CSS
<https://travelia-website-react-typescript.vercel.app/>
- Responsive Smart Home Landing page built with Reactjs, HTML and CSS
<https://smarhome-website-react.vercel.app/>