

Mohammad Hossain

Birmingham
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Personal Profile

A conscientious and dedicated professional with a proven ability to excel in achieving high-quality results in every endeavor. Highly motivated, hardworking, and driven by a personal desire to learn and grow. With a background in [insert your specific previous experience here], I have cultivated transferable skills in problem-solving, teamwork, and technology. I am eager to transition into a career in Software Development/IT, leveraging my ability to adapt and learn quickly while contributing meaningfully to projects that deliver impactful results. I seek opportunities that challenge my skills and enable me to work on innovative and transformative initiatives.

Key Skills

- **Technical Proficiency:** Advanced knowledge of Microsoft Office Suite (Word, PowerPoint, Excel), Adobe Creative Suite (Photoshop, Lightroom, Premier Pro).
- **Problem Solving:** Adept at analyzing and troubleshooting systems to identify and resolve issues efficiently.
- **Linguistic Skills:** Fluent in Bengali and Urdu; conversational in Arabic.
- **Adaptability & Teamwork:** Proven ability to work collaboratively within teams while navigating complex tasks under pressure.
- **Communication:** Strong verbal and written communication, enabling effective collaboration with diverse stakeholders.
- **Additional Technical Expertise:** programming languages, database management.

Education

- **Jamia Islamia, Birmingham, UK** **Sept 2011 – Jul 2018**

Advanced Islamic studies and Islamic theology

- **Jamia Islamia, Birmingham UK** **Sept 2011 – June 2016**

8 GCSE's (grades A*- C) including English and Mathematics

- **Just It Bootcamp,** **Oct 2024 – Present**

Software development Level 3

Work Experience

Jamia Islamia, Birmingham, UK **Jun 2018 – SEP 2021 & Mar 2022 – SEP 2022**

- Worked as an administrator who was responsible for the management of the institution in regard to finance, security and general wellbeing of the academy.
- Would contact exams boards to organise the GCSE exams for the year 11 students..
- Qualified first aid administrator.

- Organised staff training days and took the role of arranging the necessary resources for the teachers who would provide the training.
- Set all the online zoom classes for the students during the pandemic.

Capita, EE PAYG Customer service

June 2023 till Present

- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies.

Achievements

- Organised multiple sport tournaments for the students, to promote healthy living and to increase their skills such as: teamwork, leadership and communication etc.
- I took part in a project where we had created and maintained a chat server whereby victims of bullying could get together and provide one another with support. The server was a huge success both locally and on an international level.

Hobbies & Interests

- Athletic by nature, I enjoy outdoor activities from football to hiking. I have completed a gruelling challenge called Tough-Mudder which tested every aspect of my mental and physical ability.
- Enjoy dismantling and reassembling controllers, phones, and consoles back to working conditions.
- Actively participated in charity events for causes like Orphan in Need, Charity Right, and Saba Relief, contributing to fundraising efforts through event marketing, community engagement, and activities such as bake sales and bucket collections, raising over £30,000 collectively.
- Assisted with logistics for Human Appeal events on campus, helping generate £19,000 for clean water projects in Bangladesh.
- Enjoy working in team-driven environments to support meaningful causes and positively impact communities.

References Available on Request