MUHAMMAD PATEL

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52 Lord Avenue, Ilford, Essex, IG5 0HN

SUMMARY

Proactive and results-oriented Computer Science student at City, University of London, with a strong foundation in Python, JavaScript, HTML, CSS, C++ and Java. Proven track record in delivering technical solutions and troubleshooting complex issues. Recognised with the Jack Petchey Award for Outstanding Achievement and built a profitable business focused on custom PC assemblies, serving over 50 clients. Eager to leverage technical skills and a drive for excellence in a dynamic, growth-oriented role.

EDUCATION

Computer Science, BSc   Sep 2021 - Present

City University Of London
- Final Year Student.
- Expected grade: First Class Honours.
- Student on Professional Pathway - 'PP students are employed for up to four days a week and study their course for 45 weeks of the year'.

A Levels   SEP 2019 - Aug 2021

Beal Sixth Form
- Computer Science (A), Economics (B), Mathematics (D)

WORK EXPERIENCE

Consultant Analyst, Inetum (Elite ServiceNow partner)   AUG 2022 - Present
- Developed, configured, and implemented ServiceNow solutions, enhancing client operations and system efficiency.
- Engineered custom solutions based on detailed analysis of client requirements for major clients including London Stock Exchange (LSEG), Primark, Manchester Airport Group (MAG).
- Refined ServiceNow functionalities using JavaScript, upgrading user experience and functionality.
- Hold a Certified System Administrator (CSA) Certification in ServiceNow.
- Authored comprehensive technical documentation to support clients.

Technical Operations Manager, Oxyheal   Aug 2019 - Aug 2022
- Delivered onsite technical support including network system reboots and data backup management.
- Proactively resolved hardware and network issues, addressing diverse technical challenges.
- Managed inventory levels, maintained performance tracking databases, and coordinated logistics for travel and scheduling.
- Implemented a cloud-based filing system across the office, streamlining document organisation and simplifying accessibility for client interactions.

Administration Worker, Maxcourt LTD   DEC 2018 - AUG 2022
- Quickly acquired new skills and applied to daily tasks, improving efficiency and productivity.
- Applied coordination and planning skills to achieve results according to schedule.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Utilised Microsoft Office and other software tools to develop documents and other communications.

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SKILLS

- Programming: Python, Java, C++, JavaScript
- Web Development: HTML, CSS, SQL; Database-driven website experience
- Competent with cloud technologies
- ServiceNow (CSA Certified)
- Business Packages: MS Office Suite
- Hardware and Software: IT Support Specialist; PC building

- Leadership: Analytical, problem-solving, critical thinking, communication
- Communication: Strong interpersonal skills
- Teamwork: Collaborative approach
- Awards/Activities: Jack Petchey Award (2019): Outstanding Achiever

PROJECTS

Network Protocol Development - 2D#4 Distributed Hash Table Project

- Designed and established a Java-based peer-to-peer distributed hash table protocol (2D#4), boosting network efficiency and compliance with RFC specifications.
- Utilised TCP/IP networking and application-layer communication techniques to develop scalable network solutions.
- Employed Wireshark and other tools for rigorous testing and troubleshooting of network protocols.

Oxyheal Booking System - Cloud-Based Application

- Developed a cloud application to streamline appointment bookings for oxygen therapy clinics, enhancing user convenience and accessibility.
- Deployed AWS technologies (EC2, RDS, SES, Cognito) to build a scalable, secure infrastructure, and utilised Node.js for efficient backend development.
- Designed and implemented features for user registration, appointment management, and automated notifications, reducing reliance on phone-based scheduling and improving patient service.

Java Platform Shooter Game

- Developed a platform shooter game inspired by classic games like Super Mario Bros, crafted using Java and the CityEngine library.
- Designed and launched game features such as multiple platforms, enemies, health bars, and varied worlds, elevating gameplay complexity and engagement.
- Utilised object-oriented programming to manage game mechanics, including character interactions and level transitions, ensuring a dynamic and immersive player experience.

INTERESTS

- Football: Captain of a competitive under-25 football team, emphasising leadership and teamwork.
- Travelling: Explored 15 countries, gaining diverse cultural insights and adaptability.
- PC Building: Researches and constructs custom PCs for personal use and clients, strengthening technical proficiency.
- Technology: Passionate about current and future tech developments, actively expanding professional knowledge through ongoing research and professional development
- Cryptocurrency: Actively researches and invests in cryptocurrency, with a focus on its technological and market implications.