

# Muna Osman

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## Summary

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### Personal Profile

As an entry-level full stack engineer, I work across both the front end and back end to build clean, scalable applications. My experience includes creating responsive interfaces with **HTML, CSS, JavaScript, React, and TypeScript**, developing server-side logic using **Node.js/Express**, and working with databases such as **MongoDB and SQL**. I also use **Git/GitHub, RESTful APIs, Cursor, and cloud services like AWS** to support development and deployment.

An experienced professional, offering transferable skills in administration and event management for membership benefits and services. A strong planner and problem solver gained by communicating with a diverse range of people, able to juggle multiple priorities and meet tight deadlines without compromising on quality. Efficient at planning and executing events, even in busy environments, while always maintaining outstanding services for clients.

My career aim is to achieve high standards and highlight my best qualities epitomised by teamwork, great communication skills, and being an easy-going individual with a passion for challenges and a 'can-do attitude'; as nothing is impossible.

### Key Skills

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- Teamwork
- Analytical thinking
- Effective Communication
- Active Listening Skills
- Creative Thinking
- Motivational
- Innovating and adapting
- Budgeting
- Report writing skills

## Career History

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### Junior Full Stack Engineer

Luul Solutions Ltd · Internship

Jun 2025 - Present ·

During my internship with **LUL Solutions**, I gained valuable hands-on experience applying these technologies in real projects—building intuitive interfaces, contributing to backend features, and collaborating within modern development workflows. This role strengthened my problem-solving abilities and continues to guide my growth as a full stack engineer committed to delivering reliable, user-centered solutions.

**Membership Administrator June 2025 - ongoing**

BAPRAS (British Association of Plastic, Reconstructive and Aesthetic Surgeons) · Full-time  
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- Respond to membership queries from healthcare professionals via email and phone.
- Process new membership applications, renewals, and upgrades using the CRM system.
- Maintain accurate and compliant member records in line with data protection regulations.
- Coordinate and provide administrative support for internal committees and working groups, including scheduling, agendas, minute-taking, and document circulation.
- Act as a point of contact for committee members, ensuring timely communication and followups.
- Assist in preparing membership reports and dashboards for the Membership Manager and leadership team.

**Membership Engagement Officer 03<sup>rd</sup> January 2024 – 06 March 2025 Institute of Health Visitation - Temp**

- Supporting membership administration using our CRM system
- Organising and delivering our monthly membership webinars
- Producing reports and statistic on membership
- Membership administration and emails
- Organising membership payments
- Allocating members into break out rooms on zoom
- Admitting members into the room on zoom
- Helping build a new system called Azavista
- Add and edit events on event bright
- Creating slide decks on Microsoft power-point for the speakers
- Co hosting digital events, troubleshooting issues that may arise
- Co hosting a hybrid event, ensuring the members and staff at the event can communicate with the members attending online using a system called "OWL"
- Amending existing reports ensuring clarity.
- Minute taking for networking events.
- Updating Monday.com system to ensure everyone is up to date with the work required for each project.

**Membership Support Administrator, 03<sup>rd</sup> July 2021 – 08<sup>th</sup> August 2023****ACCA**

- Support the Member Development Managers with logistical event administration for digital events including but not limited to setting up events on the booking system and website, ensuring member enquiries and booking are processed efficiently.
- Support the Membership Support Manager monitor budgets including raising purchase orders for all event related activities and ensuring prompt invoicing from speakers in order to ensure that budgetary targets are on track;
- Set up events on ACCA's online booking system and updating course content on the website to enable delegates to view and book events;
- Attend events as required to provide technical support on digital events.

- Assist in producing reports as required.
- Actively support other members of the Member Engagement team when required;
- Actively support the wider work and initiatives of the Member Engagement team and ACCA and carry out any other duties as required by the role.

**Employability Coach, 19<sup>th</sup> April 2021 - 21<sup>st</sup> May 2021 (Temp)**

**West Thames College**

- Create and deliver relevant, informed employability resources, skill sessions work related activities and engagement with employers to engage and support students prepare for a work experience/placement
- Establish and develop strong links with local businesses and national employers to provide appropriate and meaningful work-related learning activities
- Use appropriate methods to; identify students starting points, develop action plans to map, review and record progress
- Liaise with appropriate student support services within the College, e.g. counsellors, Learning Support, Student Learning Advisers, Career Advisers etc. and relevant external agencies.
- Work with the Head of Careers and Work Placements and curriculum management to ensure that work experience/placement targets are achieved
- Establish and develop strong links with local businesses and national employers to provide appropriate and meaningful work placements and work-related learning activities
- Liaise and visit employers in the workplace to ensure all placements are suitable and meet the required standards in line with health and safety, safeguarding and other external guidance e.g. DBS, CSCS cards etc. prior to student undertaking work experience
- Be responsible for ensuring effective, appropriate and timely communication with students, curriculum and employers and the first point of call for resolving any immediate issues
- To monitor students in placement on an ongoing basis and deal with issues arising from students and placement supervisors
- Monitor and record completed placement hours, attendance levels, evaluations from placements and gather feedback to provide accurate and timely updates against targets

**Benefits and Service Advisor, Jul 2019 - Jul 2020**

**AAT**

Main objectives are to support the achievement of AAT's corporate objectives through the following:

- providing administrative support to the management of AAT's branch network of associates.
- ensuring new members induction
- ensuring the smooth delivery of the workshops, webinars, and masterclasses
- encouraging regular meetings with the branch network team and collating the minutes of the meeting.
- engaging with school and college leaders in order to promote and create awareness for AAT courses
- supporting the Benefits and Services team in the effective delivery of AAT's suite of member benefits and services as part of AAT's Customer Services strategy.
- contributing to the Benefits and Services team's objectives of increasing member retention and progression, and supporting non-member engagement opportunities.
- contributing to the collection and analysis of feedback and insight on AAT's member benefits, services, and CPD activities.
- working effectively with AAT's Events and Communications teams to deliver multiple projects with the AAT members.

- building relationships via social media in order to bring in speakers for the AAT volunteers, speaker database

#### **Student Service Advisor - Enrichment, Apr 2016 - Jun 2019**

Ealing Hammersmith & West London College

- Offer an annual Enrichment Calendar to support and enhance the students' professional and personal experience.
- Provide enrichment activities /events in the designated common room areas, engaging with students to ensure that their leisure time is spent constructively and helping them to maintain appropriate standards of behaviour.
- Working closely to build relationships with external organisations to develop and organise an engagement for over 100 students and teachers.
- Plan and organise and projects to engage student volunteers
- work closely and collaborate with the local council, to engage with the local volunteers to come and deliver career fairs and advice and guidance events for our students. i.e local transport police, local mayor, local shops, big businesses like L'oreal and NHS stop smoking cessation, sexual Health Clinics and many more.
- Plan, deliver and promote all student union elections and related ongoing activities such as officer training sessions and managing NUS trips.
- Ensure all feedback is collated and the data is accurately logged and summarised.
- To allocate and distribute the budget accordingly for every event and activity that takes place.
- Develop, plan and deliver targeted cross-college tutorials as part of a cross-college tutorial curriculum/entitlement.
- To establish networks with a range of local advisory bodies, support agencies.
- Provide accurate & up to date advice, guidance & support to learners in the Student Support Centre from a 1:1 Help Desk, ensuring sole focus on students who are struggling academically or are facing difficulties outside college which affects their performance at college.
- Take appropriate and timely action to safeguard all learners, providing a consistent and professional service concerning all students. Identify and report all Safeguarding concerns, using the College's internal and external procedures.
- Maintain accurate records of all student contact, activities and events, monitoring trends that may be of an issue and evaluating support requirements for these learners as required.
- To contribute to the College Induction program and to provide a periodic meet and greet service to students, providing a welcome and engaging approach, establishing clear boundaries and expectations around behavior.

#### **Administrator/Attendance**

- Recording and updating databases
- Supporting the reception desk
- Arrange, organize, and coordinate meetings
- Maintain and promote positive attendance and punctuality through the use of the college's databases.
- To work with families to intervene on poor attendance or patterns of absence and lateness, using outside agencies (inc. use of LACs).
- To produce weekly monitoring reports on attendance and punctuality for the Assistant Principal/Vice-Principal and Student Support Panel
- Attend Student Support Panel reporting on student's progress and concerns.

#### **Mentor**

As a learning mentor, I work with pupils and students who need help to overcome difficulties that are getting in the way of their learning. I support young people of all abilities with issues such as:

- lack of self-confidence, self-esteem or motivation
- failure to achieve their full potential
- behavioural or emotional difficulties
- troubles with relationships, bullying, social skills
- personal crises such as bereavement or problems at home
- difficulty settling into school or college
- poor attendance

**Web Orders Assistant, Apr 2010 - Aug 2010**

Carphone Warehouse

- Dealing with online sales orders
- Telephone enquiries inbound/outbound
- Dealing with irate customers
- Credit checking
- Using a system called Equifax to check customer profile
- Meeting deadline to try complete as many orders as possible
- Upgrading customers and checking eligibility

**Customer Service - Call Centre, May 2007 - Nov 2009**

Careline Services

**Customer Service Representative**

(Unilever UK)

Customer service

- Dealing with customer inquiries
- Logging calls based on information
- Responding to customer emails
- Responding to customer letters
- Using initiative based on a complaint

**(Sky Campaign) Sales**

- Broadband and phone sales
- Identified potential leads
- Met and exceeded the target number of calls per hour.
- Consistently earned shift bonuses, doubling basic pay
- Won "Sales Star Of The Week" award
- Quality Control (Listening to agents calls and providing feedback on areas to maintain and areas to improve)
- Managed the call floor (Weekends)
- Trained members of staff on quality control

## **Education History**

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### **BA Hons, Sep 2003 - Jun 2006**

London South Bank University

BA Hons grade 2:1

### **Advance Business Level 2/3, Sep 2001 - Jun 2003**

South Thames College

Advance qualification grade: Merit

### **Business Studies, Sep 2000 - Jul 2001**

North West London College

BTEC Intermediate: Distinction

### **GCSE, Sep 1993 - July 2000**

Wembley High School

5 GCSE's (including Math & English)

## **Interests & Hobbies**

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I have a strong interest in technology and enjoy exploring new tools, frameworks, and problem-solving approaches that help me grow as a developer and build meaningful solutions.

Most enjoyed aspects of my life are socialising and meeting new people, I enjoy sports such as football, basketball, and swimming, I am an avid reader, always looking for the next best seller.

## **Web Profiles**

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- [LinkedIn Profile](#)
- GitHub: [Munafadal](#)