

Narkata Sabzewary

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Birmingham, United Kingdom

An ambitious and highly motivated Information Systems graduate, equipped with a solid foundation in Business Analysis, Information Technology and Software Development, with a proven ability to develop full-stack applications and perform detailed business analysis.

EDUCATION

Bachelor of Science (Hons) Information Systems - Nottingham Trent University

Sept 2020 - June 2023

Grade: 2:1

Relevant degree modules: Software Development, Business Analysis, Cybersecurity, Information Systems Analysis and Design, Database Engineering, and Information Systems Management.

BTEC Level 3 National Diploma in Information Technology - Birmingham Metropolitan College

June 2019

Grade: Distinction* Distinction* (D*D*)

8 GCSEs - Plantsbrook School

July 2016

Grade: A-C, including English (B) and Maths (B)

RELEVANT PROJECTS

Business Analysis Projects

- Prepared a business analysis report for BT's (British Telecoms) 2022 fiscal year, highlighting **company objectives, mission statement, financial** and **non-financial KPIs and business requirements**.
- Created a Quality Function Deployment (QFD) report to assist the business analysis report of BT's 2022 fiscal year, utilising advanced business analysis techniques (such as **pareto analysis, pairwise analysis, house of quality** and the **Kano model**) to synthesize gathered data, drive process improvements and provide business recommendations.

Information Systems Projects

- Developed a Full Stack employee management web application, using **Bootstrap, JavaScript, MySQL** and **PHP**, to streamline HR processes, optimise workforce efficiency and increase employee satisfaction.
- Led a Cybersecurity group portfolio on PCAP file analysis, where we identified, addressed and mitigated security threats; presenting our findings to senior computer science and cybersecurity professors at Nottingham Trent University.

SKILLS

Technical Skills:

Web Development: **Bootstrap, HTML, CSS, JavaScript** and **PHP**.

Programming Languages: **Python, C#** and **SQL**.

Business Analysis: **Business Process Modelling** and **Agile Methodologies**.

Other Tools: **MySQL, Microsoft Office Suite, JIRA**.

WORK EXPERIENCE

Customer Advisor – B&Q

May 2024 – Present

- Provide expert advice on home improvement projects, delivering tailored recommendations to enhance customer satisfaction.
- Build lasting relationships by understanding customer needs, driving personalized solutions that contribute to repeat business.
- Consistently exceed sales targets by recommending suitable products and services, boosting overall store revenue.
- Maintain optimal stock levels and product displays to ensure availability and maximize visual appeal.
- Lead initiatives to set up engaging in-store displays, promoting new products and enhancing the shopping experience.
- Ensure the store is organized and aligned with B&Q's presentation standards.
- Trained in specialized areas, including paint mixing, offering comprehensive support to meet customer demands.
- Deliver exceptional service, handling inquiries and resolving issues promptly to guarantee high levels of customer satisfaction.

Gym Assistant (Volunteer) - Ultimate Training Centre

May 2017 – Aug 2018

- Provided support to gym members, assisting with equipment usage, answering inquiries, and ensuring a welcoming atmosphere.
- Assisted in organizing and facilitating gym events, contributing to the community spirit of the Ultimate Training Centre.
- Provided support with administrative tasks, including sign-ins, membership inquiries, and other duties to enhance the overall gym experience.