



Sho'ayb  
Choudhry

F U L L - s t a c k   W e b   D e v e l o p e r



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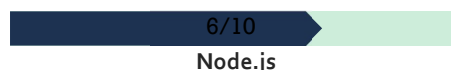
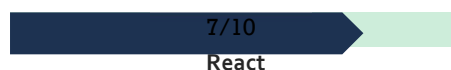
<https://github.com/Sho-ayb>

## A B O U T   M E

*Highly motivated and detail-oriented professional seeking a role as a Full Stack Engineer to leverage my strong foundation in web development, programming, and problem-solving skills.*

*Committed to enhancing my expertise in both frontend and backend technologies such as **React, JavaScript, Node.js, Express, and MongoDB.***

## S K I L L S



## E D U C A T I O N

### Front End Web Developer Bootcamp

*Trilogy Skills for Life Program*

2022 – 2023

*Earned a Certification of Completion with a 95.8% score.*

### Computer Science BSC

*Coventry University*

1998 – 2002

*Earned a 2:2 Honours Degree in Computer Science and completed a sandwich year out working for Coventry & Warwickshire Chamber of Commerce.*

## E X P E R I E N C E

### Single Parent Child Care

2016 - 2023

### Self-Employed Wholesaler

*Perry Earl Fresh Produce, West Midlands – 2014 - 2015*

Started my own Self-Employed wholesale delivery to fast food takeaways and restaurants in around west midlands and outside towards London.

### Self-Employed

*Customer Services, West Midlands – 2012 - 2014*

Agency Work – During this period, I worked for several temporary contracts in customer service roles whilst looking for a permanent position.

### Call Coordinator

*Specialist Computer Centre, West Midlands – 2009 – 2011*

Managing all inbound calls from large companies – Asda, IBM, Arcadia Group, Ladbroke's, Coral.

- Logging fault calls on system and allocating to engineers.
- Generating maintenance records for faulty parts return.
- Organising engineers work schedules and time sheets.
- Monitoring system for all new calls.
- Chasing engineers re-client requests.
- Liaising with logistics for parts for engineers and allocating parts.
- Supporting engineers with on-line technical support.
- Liaising with customers and staff re-engineering contracts and after care support.



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## E X P E R I E N C E

### Service Management Call Handler

*PCS Technical Services Ltd, West Midlands – 2004 – 2009*

- Logging and allocation of all inbound calls from customers
- Allocating and assigning fault calls to relevant engineers for repair
- Monitoring system for new calls
- Working to strict deadlines and targets as part of a team
- Dealing with any customer queries and signposting them in the right direction
- Keeping track of customers end user products and spare parts by updating and managing a copy of customers excel database worksheets.

### Membership Communication Officer

*Coventry & Warwickshire Chamber of Commerce, West Midlands – 2000 – 2001*

- Working within the Business Enterprise Department, working with and assistant to the Business Development Manager of marketing and design.
- I had the opportunity to replace the old and expensive paper-based materials given to new chamber members with a more modern and interactive form of information. This involved creating an interactive multimedia CD using flash technology.
- Took part in the overhaul of the Chamber website, involved connecting Chambers in-house servers to national Chambers across the U.K. connected through an intranet portal.