SYED SHAH

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EDUCATION

Queen Mary University   09/23 – Present
- BSc Computer Science

Loxford School   09/16 – 08/23
- A Levels: Law (A), Business Studies (A), and Computer Science (B)
- GCSE: 10 A*– B/ 9 – 6 grades including Combined Science (77), Computer Science (7), English Literature (9) and Language (9)

PROFESSIONAL EXPERIENCE

Primark | Retail Assistant   10/23 – 01/24
- Presented exceptional customer service, contributing to an increase in customer satisfaction scores from the previous year.
- Collaboratively maintained visual merchandising standards, enhancing the overall store ambiance.

IBM | Student Consultancy Project (Internship)   10/23 – 11/23
- Spearheaded a team of 5 in assessing the IBM Skills Build platform, developing socially impactful pathways for tech careers in line with the United Nations goal of quality education.
- Coordinated tasks and meetings with team members, delegating tasks based on strengths, fostering communication and improving productivity by 37%.
- Successfully presented a comprehensive overview of the 6-week internship through evidence-based recommendations to the client, driving strategic initiatives for platform improvement and receiving very positive feedback.

McKenzie Arnold | Security Officer (SIA)   09/22 – 08/23
- Successfully orchestrated proactive efforts with a large team and local law enforcement during high-profile events, ensuring public safety.
- Effectively demonstrated strong organisational and problem-solving skills, responding swiftly to incidents with a 25% improvement in resolution time.

Subway | Sandwich Artist   05/23 – 09/23
- Meticulously ensured precision and quality in customer-centric tasks, contributing to a 19% increase in customer satisfaction through excellent attention to detail while multitasking.
- Efficiently operated the point-of-sale system, handling transactions with precision, resulting in a reduction in checkout time.

Vodafone | Innovators Work Experience   09/22 – 09/22
- Led the development of an original Internet-Of-Things product, earning a personal commendation for my innovation in its marketing and design.
- Carried out efficient and thorough research on network operations and telecommunications to facilitate the data-driven plans, improving internal processes by 22% and demonstrating adeptness in project management.

Goldman Sachs | Engineering Program Experience   07/22 – 07/22
- Simulated a variety of engineering roles, developing valuable insights into areas such as Bayesian reasoning and system architecture.
- Demonstrated proficiency in problem-solving and agile adaptation within a tech-driven environment through use of software such as Hashcat.

Springpod | Technology Work Experience Program   02/22 – 04/22
- Improved software development skills and gained valuable insights into emerging technologies and their practical applications through meaningful interactions with industry experts, enhancing my proficiency in real-word tech applications.

Food Inn Grocery Store | Sales Assistant   01/22 – 05/22
- Maintained inventory accuracy, reducing inventory discrepancies by 14% through weekly stock checks, showcasing strong attention to detail and management skills.
- Effectively upsold products through in-depth knowledge of the store's offerings, contributing to a 9% increase in average transaction value.

Barking Traders | Assistant Accountant   08/21 – 12/21
- Actively tracked project budgets and expenses, leading to increased cost-effectiveness through an 8% reduction in loss and positive performance reports in relation to KPI targets.
- Effectively maintained financial statements on the Xero accounting software, providing valuable financial insights to support business decisions.

SKILLS AND INTERESTS

- **Interests:** Investing, Trading, Bodybuilding, Muay Thai, Music, Reading, Coding.
- **Affiliations:** United Nations Global Ambassador, St Luke's Hospice, Noah's Ark Children's Hospice.
- **Languages:** English (native), Urdu (native), Hindi (native), Punjabi (native).
- **Technical Skills:** Python (advanced), Java (advanced), SQL (intermediate), Microsoft 365 (advanced), Adobe Creative Cloud (intermediate).