

PERSONAL PROFILE

I am a motivated and versatile graduate with a BSc in Computer Science, combining strong technical knowledge with a background in administration and customer support. Known for an initiative-taking approach, problem-solving mindset, and the ability to adapt quickly in dynamic environments. Enthusiastic about technology, eager to continue developing skills in software development and IT support and committed to contributing positively to any team or project.

KEY SKILLS

- Office Management
- Customer Service Excellence
- Python
- Java
- HTML/CSS
- JavaScript
- Technical Troubleshooting
- Communication & Interpersonal Skills
- Data Analysis & Reporting
- Familiarity with AWS, GCP, Git
- Problem Solving
- Fast Learner
- Team Collaboration
- Time Management
- Adaptability
- Attention to Detail
- Critical Thinking
- Initiative & Self-Motivation

HOBBIES

- Exploring new technology and software
- Gaming and game development
- Cycling and outdoor fitness
- Reading tech blogs and industry news

RELEVANT PROFESSIONAL EXPERIENCE

JD Sports, London — Administrator

July 2022 – January 2025

- Led administrative operations within a fast-paced retail environment, ensuring seamless business functions and superior client service.
- Implemented a new data system that boosted the efficiency of business reporting processes.
- Managed and optimised a detailed filing system, significantly improving information retrieval times.
- Spearheaded a comprehensive training program that enhanced staff performance and alignment with corporate goals.

New City College, Poplar — Technical Support Specialist

February 2021 – March 2021

- Provided essential technical support for network systems and end-users, enhancing system functionality and user experience.
- Resolved over 90% of reported issues within the first contract, reducing downtime and boosting user satisfaction.
- Developed user-friendly guides for network troubleshooting that decreased the volume of repeat queries.
- Supported routine system updates and contributed to documentation such as incident logs.

PROJECTS

LearnHub – Full-Stack E-Learning Platform

Technologies: MongoDB, Express.js, React.js, Node.js, Cloudinary

- Designed and developed a responsive e-learning platform allowing users to browse, enrol in, and manage online courses.
- Built a secure authentication system with form validation and dynamic UI updates.
- Implemented core features including course listings, enrolment tracking, and contact forms with backend integration.
- Deployed the full-stack app using Render (frontend + backend), ensuring a single live environment.
- **Live Demo:** learnhub-backend-txva.onrender.com | **GitHub:** <https://github.com/TanvirAhmed162001/learnhub-backend>

New City College, Poplar — Student Ambassador

September 2018 – September 2019

- Served as a liaison between students and college administration, facilitating effective communication and student engagement.
- Organised and led orientation sessions that improved new student acclimatisation and retention.
- Addressed and resolved student inquiries regarding college policies, contributing to a 20% reduction in administrative escalations.

EDUCATION

Bachelor of Science (BSc), Computer Science – Lower Second Class Honors

University of Westminster, Cavendish

Level 3 Extended Diploma in IT

New City College, Poplar