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<https://tomal1.github.io/tomal/>

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#### *Objective*

Tomal is an aspiring software engineer; he is looking for a position as a junior website developer, he is open to internships and work experience.

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#### *Technologies & Skills*

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| ▪ HTML, CSS, vanilla JS & React | ▪ MS Office                              |
| ▪ Node, Express & REST API      | ▪ Customer service                       |
| ▪ MariaDB & Raw SQL             | ▪ Debt collection, Negotiation & Targets |
| ▪ Git                           | ▪ Telephony                              |
| ▪ GitHub & Heroku               | ▪ Admin duties                           |
| ▪ CLI, VS Code & Insomnia       | ▪ Cash handling                          |

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#### *Academic*

##### **University of Birmingham**

Full stack coding boot-camp 2022 – 2023

##### **Glyndwr University**

BEng (HONS) – Performance Car Technology 2009 – 2013

##### **Brooklands College**

Level 3 BTEC National Certificate – Motorsports Engineering 2005 – 2007

Level 2 BTEC First Diploma – Motorsports Engineering 2004 – 2005

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#### *Interests*

Tomal enjoys puzzle games such as code wars and chess

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*Employment*

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**FMGRS** 20.09.21 – 31.08.22

Driver – Achievement for most vehicle damage inspection consecutively 5 months in a row and acknowledgement for the best team player as well as customer interaction.

Carry out vehicle damage inspection before driving it back to HQ and delivering it back once the repairs have been completed.

Taking photos of vehicles involved in collisions on behalf of the estimators; who will assess the extent of the damage and establish a price for the insurance company.

**XLN Telecom** 04.04.19 – 27.04.21

Credit Controller – Achievement for hitting targets 12 months in a row and winning a trip to the Maldives due to excellent customer service.

Exhaust all methods to connect with clients, recovering arrears or negotiating payment plans, invoice breakdown, courtesy calls, manual credit checks and ensuring excellent customer relationship is maintained for the future.

**Dominos – Hull** 26.10.18 – 14.03.19

Delivery driver – Delivering pizza within 3-mile radius, stock replenishment, kitchen porter and arranging the delivery order ready to be collected by next driver.

**Santander** 16.01.17 – 07.10.18

Customer service assistant (counter supervisor) – Achievement for passing on 3<sup>rd</sup> most mortgages referrals in west London and 1<sup>st</sup> for credit card referrals.

Greeting customers to identify their needs and educating them on products available to them.

Supervising counter staff, banking excessive cash, management of the safe and ensure back office administrative duties are updated as necessary. Mitigate risk by adhering to the FCA regulations and carry out risk checks from previous day.

**William hill** 07.12.15 – 30.04.17

Customer service assistant – Achievement for the most slot machine demonstrations, doubling local branch activity and acknowledgment for the best customer service in west London.

Opening/closing branch, management of cash, up-selling tournaments, general transactions, offering game demonstrations on games machines, educating customers on online service, age verifications, ensuring money laundering procedures are implemented and training new cashiers.

**Mosam Auto Services ltd** 22.07.15 – 13.11.15

Trainee technician – non-paid work experience: replacing tyres, batteries, air filters, light bulbs, engine oil and brake replacement.

**Bentalls** 25.11.14 – 15.07.15

Sales Assistant – Achieved the bone china guru status and increasing bone china sales by more than 300% within the space of 2 months.

Bone china crockery specialist, educating customers about the advantages of bone china ceramic material, liaising with the buyer to discuss sales analytics and establish strategy to capture consumers attention.

**Odeon Cinema** 13.12.13 – 20.11.14

Team member – Achievement for the greatest Ben and Jerrys milk shake maker 2014. Ushering patrons to the appropriate auditorium, age verification and first point of contact for customer queries.

Managing the agreed schedule to ensure hall is safe, clean and ready for next show.