Minhazul Islam (Tomal)

Halesowen, B62

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minhazulislam@hotmail.com

https://tomal1.github.io/tomal2/

About

Tomal has a good undersetting of client-side technologies please visit his portfolio on https://tomal1.github.io/tomal2/ Tomal brings a proven track record of working well in teams, passion for learning and a resilience to giving up in the face of adversity.

Technologies

- Client-side: HTML, CSS, JS & React
- Server-side: Node, Express & Rest API
- Database: MySQL
- Terminal: CLI & Git
- Touch Typing: 45 WPM

- Hosting platforms: GitHub, & Render
- Text Editors: VS Code, Sublime text
- Other: OOP, Insomnia & Unit testing (Jest)
- OS: Windows & MacOS

Academic

University of Birmingham
Full stack coding boot-camp   2022 – 2023

Glyndwr University   2009 – 2013
BEng (HONS) – Performance Car Technology

Brooklands College
Level 3 BTEC National Certificate – Motorsports Engineering   2005 – 2007
Level 2 BTEC First Diploma – Motorsports Engineering   2004 – 2005

Employment

Bromford   05.02.24 – till date
Customer Service Advisor – Demonstrating exceptional customer service throughout all customer interactions and provide information about tenancy agreement with respect to repairs.
Extracting information about both new and existing housing repairs, investigating queries relating to uncompleted work, educating tenants about minor repair protocol to mitigate property damage.

DPD (Christmas Temp)   30.10.23 – 22.12.23
Customer Service Specialist – Email correspondence with clients on behalf of consumers, managing query's relating to collection or delivery and raising investigation when necessary.
Liaise with depot management team to extrapolate information about parcel when information not available or clear on the network tracking system.

Davies-Group (Weekends)   02.05.23 – 28.10.23
Customer Service Advisor – out of hours service for housing associations and house builders, tasks include: identifying emergency situation, deploying engineers when necessary, leasing with other department to identify if a job has been allocated and ETA on engineers' arrival.

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FMGRS   20.09.21 – 31.08.22

<u>Driver</u> – 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

<u>Credit Controller</u> – 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.

Santander   13.12.13 – 29.03.19

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