

Ahmed Najaf, Data Science Intern

United Kingdom, 07443998705, ahmednajaf261@gmail.com

PROFILE

Aspiring data scientist with diverse skills and passion for NLP, seeking internships in data science and ML.

EMPLOYMENT HISTORY

Aug 2022 — Feb 2023

Call Centre Representative, Teleperformance

Part of a busy & efficient call centre providing front-line support for customers, my role included:

- Receiving and dealing with all initial customer communications
 - Advising customers in accordance with company policy & providing honest and accurate information
 - Logging all call dispositions and writing detailed notes, updating each customer's account
 - Logging/escalating formal complaints according to company policy
 - Addressing any informal complaints or customer grievances, providing suitable solutions
 - Re-directing calls to appropriate departments when required
 - Following retention's procedures to ensure the company does not lose its customers
 - Following up with other departments such as back office for updates on customer queries
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EDUCATION

Oct 2022 — Jul 2023

BSc (Hons) Open, The Open University

- Graduated with Upper Second-class Honours (2.1)
- Developed strong analytical and language skills
- Demonstrated commitment to academic excellence and self-discipline

Sep 2023 — Jul 2025

MSc Computer Science with Artificial Intelligence, Keele University

Currently pursuing an MSc in Computer Science with a specialization in Artificial Intelligence. Gaining in-depth knowledge of AI, machine learning, and programming, with a focus on Python, R and Matlab.

SKILLS

Communication	Expert	Python	Skillful
Microsoft Office	Expert	Matlab	Novice
R	Novice		

LANGUAGES

Arabic	Native speaker	Spanish	Highly proficient
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