

Yacquub Adan

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SOFTWARE ENGINEER

Highly motivated and team-oriented computer science graduate with experience in developing web applications to clients. A passion for exploring cutting-edge cloud technologies to enhance skillset. Aiming to leverage my professional skills and dedication to contribute to a forward-thinking company.

WORK EXPERIENCE

Beaumont Leys Masjid - www.blmuslims.com / www.blmuslims.co.uk 10/2023 - PRESENT
Web Developer

Responsible for developing and maintaining the Mosque website & increasing user engagement.

- Contributed to the digital transformation of the mosque website
- 120+ donors have donated through the website donation page.
- Integrated services including school visits, hardship fund, room hire & more to come.
- Leveraged AWS services including S3 bucket to host the static assets of the site.

E.ON Next - *Leicester, United Kingdom* 06/2023 - PRESENT
Energy Specialist

Responsible for managing complaint accounts, billing & handling payments.

- Promptly respond to customer enquiries in person or via phone, email, mail or social media.
- Quickly and efficiently process payments, refunds and manage billings of customers.
- Collaborated with team to quickly resolve customer complaints with appropriate action.
- Average 97% satisfaction rating from customers after completed phone or video call.

Hasting Direct - *Leicester, United Kingdom* 11/2022 - 03/2023
Customer Service Advisor

- Created and maintained office forms and procedures to assist with administrative tasks.
- Offered personalised quotes to customers and aided in finding suitable insurance policies.
- Set up direct debits for customers looking to pay monthly for insurance
- Effectively managed approximately 50+ incoming calls daily.

EDUCATION

De Montfort University - BSc Computer Science

Grade: First Class

De Montfort University - PGDip Computing

Grade: Distinction

TECHNICAL SKILLS

- **Languages:** Python, JavaScript, C#.
- **Programming Frameworks:** Django, React, Node.js.
- **Databases:** PostgreSQL, MongoDB.
- **Cloud/DevOps:** AWS, Docker, Terraform.
- **Methodologies:** Scrum, Agile.
- **Testing:** Unit testing.

HOBBIES

- Basketball
- Video Games
- Hiking
- Reading books