**Frontend Developer**

Leicester, United Kingdom
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# ZIYAD PATEL

## PROFILE

Passionate and confident Frontend Developer with skills in JS, HTML, CSS, React, Next.JS, SQL

Always trying to gain new knowledge. Aiming to be a full stack, experienced developer working on improving software and websites, whilst innovating on and enhancing UX.

**Skills**

- Communication
- Problem Solving
- Project Management
- UI/UX Design
- Innovative
- Analytical

## EMPLOYMENT HISTORY

### Customer Care Advisor at Mountain Warehouse

*June 2021 — Present*

- Conducted training sessions for new customer care representatives
- Resolved customer inquiries and complaints in a timely and professional manner, resulting in improving our first contact resolutions to +90%
- Monitored customer feedback and responded to customer inquiries on social media
- Identified and addressed customer service issues, resulting in a higher customer satisfaction scores and improved processes for staff.

## Factory Worker at Leicester Interiors
July 2020 — May 2021

- Assembled products, meeting production targets and deadlines
- Fitted products into homes, ensuring customers were happy with the outcome
- Performed quality control checks, ensuring products met established standards
- Improved production line output by around 25% by streamlining workflow processes
- Performed data entry and updated production reports
- Greeted guests in a friendly, professional manner and provided prompt, efficient service

**COURSES**

## UX Design at Google, Coursera
June 2022 — September 2022

**EDUCATION**

## BSc (Hons) Computing & IT and Business, The Open University
December 2022 — Present

Studying full-time, alongside working part-time. Using the knowledge gained to improve my understanding of business and the quality of my programming work.

## BSc (Hons) Psychology & Cognitive Neuroscience, University of Leicester
October 2021 — May 2022

Completed first year, wanted to move into a different industry.

## A-Level, Wyggeston & Queen Elizabeth I College, Leicester
September 2019 — June 2021

Psychology: B, English language: B, Biology: C

## GCSE, Crown Hills Community College, Leicester
September 2014 — May 2019

English: 7, Maths: 7, Science: 7, History: 8, Drama: 9, IT: 8, Citizenship: 7