Abdinasir Warsame

Web Developer

a web developer with years of combined experience within the customer service industry and IT help desk.

University Of Birmingham coding boot camp soon to be graduate, passionate about developing user-friendly and bringing ideas to live on applications. searching for a full-time position to kick-start my career

Education

coding bootcamp at University of Birmingham

During my time in the boot camp, I learnt the principles of software development and how to apply agile methodologies in the collaborative development of solutions. The importance of design thinking, comprehensive testing and user experience when developing Software. I practised and learnt HTML, CSS, JavaScript, Jquery and different CSS frameworks. on the back-end i have learnt the practised and learnt Node, Express, MySQL/Sequalize. In the coming two months i will be completing the 6 month boot camp with React etc;

Employment History

First line support

SEPTEMBER 2021 — PRESENT

Providing advice, support and practical assistance to system users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service. Working at Web Help, I have learned to work under high pressure and fast pace. You are

expected to learn quick and independently and tackle day to day problems by establishing a solution. This is adaptable to any industry and a very beneficial skill especially when it comes to web development.

Teamwork abilities and delegating responsibilities were highly emphasised, the nature of the role also required me to work individually and to be self-motivated to get the task completed by critically evaluating a task and assessing accordingly to get it done.

Customer service advisor at British gas

JANUARY 2020 — SEPTEMBER 2021

My role at British gas was taking inbound calls for their prepayment service. I would do anything from book engineer jobs, troubleshoot meters and resolve top up queries for our customers. I have gained immense experience due to the intense and fast paced nature of the role.

Details

+447519551171
abdinasir_jirde@hotmail.com

Skills

HTML5

CSS

node.js

JavaScript

Express.js

MYSQL

jQuery