Abdinasir Warsame

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[GitHub URL](#) • LinkedIn URL • Birmingham, UK

Web Developer

Dynamic and versatile web-developer with rich experience in front-end and back-end development processes and technical proficiency in a wide-variety of tools. Analytical thinker who excels at evaluating issues and implementing effective technical solutions in line with client and business requirements. Practiced collaborator adept at working with internal and external stakeholders to achieve shared goals. Detail-oriented professional skilled at leveraging multiple programming languages and frameworks to build user-friendly and responsive web applications. Quick learner who easily adapts to changing circumstances and duties and thrives on readily grasping new information and technologies.

Education

Coding Bootcamp at University of Birmingham

Recent graduate of an intent boost camp, where the principles of software development and how to apply agile methodologies in the collaborative development of solutions are taught. Gained a strong understanding of design thinking, comprehensive testing, and being mindful of the user experience when developing software. Skills: JavaScript · React.js · HTML · Cascading Style Sheets (CSS) · jQuery · Node.js · Express.js · MSQL · Sequelize.js · MongoDB · GraphQL · Bootstrap · Bulma (CSS Framework)

Career Experience

First Line Support, Web Help   **2021 – Present**

Deliver technical advice, support, and practical assistance to system users through the IT service desk telephone system and remote support software tools. Carefully log and track all issues and follow up with users to ensure satisfaction with results. Analyse problems and find quick and effective solutions to resolve issues. Prioritize time-sensitive issues to resolve items that need immediate care. Mange a high-volume of projects at once on competing deadlines. Collaborate with other staff to coordinate all support issues.

Customer Service Advisor, British Gas   **2020 –2021**

Answered and directed inbound calls to manage prepayment service for clients. Covered a wide range of duties from booking engineer jobs, troubleshooting meters, and resolving top up queries from customers. Consistently delivered exemplary customer service to drive repeat business.

Projects

Please find a full list of all projects [here](#) that showcases the specifics of each one.

Google Books React
Eco Bike Hire
…continued…

Progressive Web Application
Tech Blog
Note Taker
Library of Knowledge
Day Planner
Code Quiz
Password Generator

Technical Proficiencies

JavaScript · React.js · HTML · Cascading Style Sheets (CSS) · jQuery · Node.js · Express.js · MSQL · Sequelize.js · MongoDB · GraphQL · Bootstrap · Bulma (CSS Framework)