

# Abdul Gaffar

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## PROFESSIONAL SUMMARY

Front-end web developer with 13+ years of management experience. Trained at Trilogy Skills Bootcamp and earned a certificate in full-stack web development. Innovative problem-solver passionate about developing apps; focused on mobile-first design and development. Strengths in creativity, teamwork, and building projects from ideation to execution. Also completed an IT Technician Traineeship in 2021 specializing in troubleshooting hardware and software issues through a series of courses, practical work and official certifications.

## WORK HISTORY

### Computer Service and Repair Technician

Self-Employed, Ilford, London

*July 2021 – Present*

- Provide on-site computer repair services to small business and private customers.
- Diagnose software issues, install updates or new software, and remove malicious programs
- Consult with customers regarding technological needs as well as technical problems.
- Maintain high levels of customer satisfaction, explaining complex technical concepts in a clear, understandable manner to ensure comprehension.
- Educate customers on security best practices, including regular backups, scanning and antivirus protection.

### Assistant Care Manager

Mooncare Limited, Isle of Dogs, London

*July 2020 – June 2021*

- *Delegated clinical nursing tasks to meet patients' care requirements.*
- Assessed clinical care provisions to meet required safety standards.
- Evaluated performance reports to monitor practice progress.
- Led high-performing clinical and community support service teams.
- Managed daily service operations through strategic care planning.
- Collaborated with local authorities in safeguarding vulnerable patients.
- Coordinated staff rotas to meet service requirements whilst remaining under budget.
- Evaluated resource and service use to maximize department productivity.

## **Photographer**

Self-Employed, London

*April 2017 – June 2020*

- Photographed high-quality images for both print and internet distribution.
- Applied digital styling techniques to enhance photo color and quality, editing to align with brand guidelines.
- Performed retouching and color correction in Adobe Photoshop and Lightroom for optimal results.
- Worked with customers to bring creative visions to life for special events.
- Built authentic relationships with clients through delivering exceptional services.

## **Retail Store Manager**

Tesco Express, London

*July 2008 – March 2017*

- Expertly managed staff logistics and day-to-day store operations for optimized financial efficiency.
- Closely monitored stock levels, effectively managing stock control routines to maximize sales potential.
- Maintained and imparted outstanding product knowledge, enhancing staff capabilities and customer satisfaction.
- Developed exceptional levels of customer care through targeted training and rigorous staff recruitment processes.
- Maintained continuous achievement against yearly KPIs, increasing store revenue by positive like for like in every year.
- Created a positive working environment and developed the Tesco's culture through our Colleague Commitments to achieve low levels of labor turnover.
- Led safety awareness in store, following all security procedures to ensure all colleagues and customers are kept safe.
- Adhered to all legal compliance through the Health & Safety policy and being fully compliant with local authorities.
- Led a culture of reducing food waste, managing date codes and making sure no food suitable for human consumption goes to waste

## PROJECTS

### 24/7 JOBS | <https://github.com/agaffar74/24-7Jobs/index.html>

- **Summary:** A client-side single-page application for job search. This job search application is linked with LinkedIn API for job search that allow user to quickly find job opportunities with location-based search.
- **Tools:** HTML, CSS, JavaScript, Bootstrap, React, Node.js, uuidv4, Framer-motion, GoogleFonts

### ENERGISE | <https://github.com/agaffar74/ENERGISE/index.html>

- **Summary:** An app to find electric vehicle charging points near your location and show the nearest coffee shop where you can relax whilst your EV charges.
- **Tools:** HTML, CSS, JavaScript, Node.js, jQuery v3.5.1, Google maps API v3, Google places API, Open Chargemap API v3, Moment.js

### Workday Planner | <https://github.com/agaffar74/Work-Day-Planner/index.html>

- **Summary:** A simple calendar application for workday hours (between 9 AM and 5 PM) that allows a user to input their tasks for that time slot and save events for each hour of the day.
- **Tools:** HTML, CSS, JavaScript, Bootstrap, jQuery, Moments.js, Fontawesome, Google Fonts

## TECHNICAL SKILLS

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|------------------------|-------------------------|-------------------------|
| ▪ JavaScript           | ▪ DOM                   | ▪ React                 |
| ▪ CSS                  | ▪ Debugging             | ▪ jQuery                |
| ▪ HTML                 | ▪ Git Bash              | ▪ Node.js               |
| ▪ ES6+                 | ▪ GitHub                | ▪ Handlebars            |
| ▪ VS Code              | ▪ Netlify               | ▪ AJAX                  |
| ▪ IT Technical Support | ▪ Driver installation   | ▪ Server Administration |
| ▪ Troubleshooting      | ▪ Software Installation | ▪ Attention to Details  |
| ▪ Network Security     | ▪ Active Directory      | ▪ Customer Service      |
| ▪ Office 365           | ▪ Virtualization        | ▪ Photography           |
| ▪ Cyber Security       | ▪ Performance           | ▪ Photo Editing         |
| ▪ Decision Making      | ▪ Motivation            |                         |
| ▪ Problem Solving      |                         |                         |

## EDUCATION

### Trilogy Skills Bootcamp, London - 2023

Front-End Web Development

### IT Career Switch Ltd - 2020

IT Support Technician

### National Louis University, Chicago, USA - 2003

Master of Business Administration

### Southeastern University, Washington DC, USA - 2001

Bachelor of Science in General Studies

**Microland (IICE), Dhaka, Bangladesh - 1996**

Higher Diploma in Computer Science

**National University, Dhaka, Bangladesh – 1994**

Bachelor of Commerce