MOHAMMADU ZAKY

UNDERGRADUATE SOFTWARE ENGINEERING

+9470-400-9646 | zakymohamad2000@gmail.com | No.75, Nuwara Eliya RD, Halil-Ela

PROFESSIONAL SUMMARY

Dynamic and passionate undergraduate software engineer with a robust background in developing innovative solutions. Equipped with extensive knowledge in Java, Python, and C++, and a proven ability to solve complex problems. Demonstrates a proven ability to work collaboratively in fast-paced environments, delivering high-quality software projects on time. Successfully completed multiple projects, showcasing strong analytical and technical skills. Adept at quickly learning and applying new technologies, with a strong commitment to continuous improvement. Seeking to leverage academic achievements and internship experience to contribute effectively to a forward-thinking team, driving technological advancement and efficiency.

EXPERIENCE

FBC Asia Pacific   2020-2023
Call Center Executive

- Working as a Call center agent for Mobitel (Inbound)
- Efficiently handled inbound calls for various services including Prepaid, Dealer Hotline, Paid Services(E-channeling, Doc990,NTMI , Rail-way, Rainbow), and Mcash.
- Provided exceptional customer support in English, Sinhala, and Tamil, ensuring clear and effective communication with diverse customer base.
- Supervised and mentored junior call center agents, fostering a collaborative and high-performance team environment.
- Resolved customer issues promptly and effectively, contributing to high customer satisfaction ratings.
- Managed call logs and reports, ensuring accurate and up-to-date records of customer interactions and feedback.
- Achieved recognition for consistently exceeding performance targets and maintaining high standards of service quality.

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EXPERIENCE (CONTINUED)

Aiesec in Saegis   2023-Present
LB | OGV Product Manager

- Managed the Outgoing Global Volunteer (OGV) program, overseeing all aspects from planning to execution, and driving a significant increase in volunteer participation.
- Led promotional campaigns and recruitment drives, achieving a significant increase in volunteer sign-ups.
- Provided support and guidance to volunteers throughout their journey, ensuring a positive and impactful experience.

Rotaract Club of Saegis Campus   2023-Present
Sports director

- Led initiatives as a key member of the Rotaract Club, Led a team of volunteers in the successful management of sporting events, delegating tasks effectively and motivating them to achieve set goals.
  (Leadership: Team management, delegation, motivation)

SKILLS

Technical Skills:
- Programming Languages: Python(Expert), Java(Expert), JavaScript(Intermediate), C++ (Intermediate) and PHP(Expert).
- Databases: SQL (MySQL, PostgreSQL), NoSQL (MongoDB, Cassandra), etc.
- DevOps Tools: Git, Jenkins, Docker, Kubernetes.
- Cloud Technologies: AWS, Azure, and GCP
- UI/UX Design: Figma (Prototyping), HTML/CSS (Basic understanding), Understanding of UI/UX principles.

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SKILLS

Soft Skills:
- Communication (written & verbal): Explain concepts clearly, collaborate effectively, document code well.
- Leadership: Shows initiative and teamwork.
- Analytical: Solves problems systematically and logically.
- Strong Work Ethic: Demonstrates dedication and commitment to quality.
- Problem-Solving: Break down problems, design solutions, think critically.
- Teamwork: Collaborate on projects, share knowledge, be a supportive teammate.
- Time Management: Prioritize tasks, meet deadlines.
- Adaptability & Quick Learning: Learn new technologies, adapt to change, continuously improve.
- Self-Motivation: Demonstrates drive and results-oriented approach.

EDUCATION

Uva science college | Ordinary Level Exams
Completed the Ordinary Level Exams Successfully in 2016

B/ AL Adhan Maha Vidyalaya (national school) | Advanced Level Exams
Completed the Advanced Level Exams Successfully in Bio Stream in 2020

Bridging Course For Software Engineering
Completed briding course before the software engineering degree in 2023

Bsc (hons) Software engineering | Undergraduate
Currently pursuing a Bsc (hons) Software engineering Degree At Saegis Campus

REFERENCES

Ms. Chathurangi D Weerasinghe
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