

Ahmed Bazina

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Experience



Senior Mobile Phone Repair Technician & Data analyst

Spring

Jul 2023 - Present (9 months)

During my tenure, I led a team of 2 junior technicians, providing them with training and guidance to overcome daily repair challenges. Additionally, I collaborated with 3 technicians to refurbish and recycle mobile phones, contributing to a reduction in carbon footprint by bringing devices back to life instead of allowing them to end up in landfills.

Furthermore, I worked closely with the sales operations administrator and business operations and strategy manager to establish a system and workflow for tracking repairs conducted on each device. Leveraging Google G Suite tools, particularly Google Sheets and Google Forms, I utilized Apps Script functionality to automate repetitive tasks and streamline the recording of repairs. This initiative resulted in clearing 50% of the backlog within a span of 3 weeks.

In addition, I took the initiative to develop and enhance a repair tracking sheet that documents the journey of devices within the repair department. This was achieved by utilizing Google Sheets and leveraging Apps Script to automate tasks such as linking codes and barcode systems to autofill necessary information. Furthermore, I implemented a custom sidebar form for stock management, considering factors such as faulty parts, statistics, and device inventory within the department. This customization significantly improved efficiency and accuracy in stock management processes.

CEO

365OnFire

Jul 2015 - Present (8 years 9 months)

A startup company focused on web design and helping businesses redesign their websites from being old to new mobile friendly

Garage Workshop Manager

Cardiff German Car Specialists

Feb 2023 - Jul 2023 (6 months)

Collaborated closely with a team of four mechanics to enhance productivity and expedite repair processes. Implemented a systematic approach with clearly defined procedures, outlining specific actions to be taken in various scenarios. Additionally, I conducted efficient training sessions to familiarize staff with new techniques and optimal problem-solving methods, utilizing available tools to streamline operations and minimize downtime.

Established strong partnerships with part suppliers, including third-party vendors and dealer networks, to facilitate smooth procurement processes. Opened accounts with lines of credit to ensure seamless access to necessary parts and materials.

Maintained effective communication channels with both customers and staff to address any obstacles hindering workflow promptly. By fostering open communication and swift resolution of issues, I contributed to maintaining smooth and efficient operations within the team.



Operations & Taxi Fleet Manager

Rent A Taxi LTD

Jun 2022 - Feb 2023 (9 months)

I played a pivotal role in establishing and developing the business alongside the director, focusing on facilitating the licensing of vehicles for private hire drivers. This involved liaising with garages, insurance companies, and local councils to ensure compliance with licensing requirements. I effectively communicated with drivers, verified their eligibility based on underwriter criteria, and provided them with necessary documents.

Additionally, I managed administrative tasks such as record-keeping, handling fines and correspondence, and drafting clear and concise rental agreements and permissions letters. These documents were tailored to satisfy the requirements of insurance companies, local councils, and ride-hailing platforms.

To streamline operations amidst rapid business growth, I implemented a workflow using Google Sheets. This allowed for efficient tracking of financial transactions, including rent, running costs per vehicle, ROI calculations, and important dates such as vehicle license renewals and MOT inspections.

Furthermore, I contributed to the development of the business website, ensuring it showcased available rental vehicles and provided comprehensive information for potential customers. This proactive approach reduced time spent on phone inquiries, as all necessary information for initiating contact was readily available on the website.

Web Developer & Operations Manager

Royale Plates LTD

Dec 2020 - Jun 2022 (1 year 7 months)

I developed a comprehensive ecommerce website on WordPress, leveraging various free plugins to align with agile working principles. The website features a fully functional store while prioritizing the security and encryption of customer records, ensuring compliance with DVLA regulations.

In addition to website development, I spearheaded efforts to boost social media presence, successfully growing our Instagram following to approximately 6000 followers.

Taking on the role of a versatile manager, I oversaw all aspects of the business, from customer interactions to order processing and shipment preparation. This included managing walk-in customers, verifying document accuracy, and promptly addressing inquiries via social media and email.

Furthermore, I fostered strong relationships with local MOT stations and garages, providing them with expedited services for number plate supply. By establishing trade accounts and offering special

discounts to social media influencers, I enhanced our business partnerships and expanded our customer base.

To promote engagement, I organized monthly giveaways, effectively increasing interactions and brand visibility. Through these efforts, I contributed to the overall growth and success of the ecommerce venture.

Mobile Phone Repair Technician

MOBILE SOLUTIONS CARDIFF LTD

Oct 2017 - Sep 2018 (1 year)

During my time at Mobile Solutions Cardiff, I was part of a dedicated team of technicians focused on repairing customers' mobile phones.

Initially, I received guidance from experienced team members, learning how to effectively engage with customers and assist them in booking their devices for repairs. This involved providing prompt and efficient service to ensure customer satisfaction.

As I gained experience, I expanded my role to include responsibilities at both our Cardiff and Caerphilly locations. In addition to performing repairs, I took on the task of managing stock inventory and sourcing necessary parts for both branches.

Moreover, I seized the opportunity to introduce new services, such as call-out repairs, in collaboration with iMend, a nationwide mobile phone repair service. This initiative allowed us to offer convenient repair solutions to customers across Wales, further enhancing our service offerings.

Computer Technician

St Michael Angel Estate Agent

May 2014 - Sep 2016 (2 years 5 months)

During my tenure at the estate agents, I initiated document organization and data entry duties for properties. This encompassed the meticulous management of EPC & Gas certificates, deposit certificates, and tenant details, while ensuring accurate property assignments.

In addition to these responsibilities, I conducted comprehensive staff training sessions on the utilization of the implemented system. This training initiative aimed to uphold data accuracy and integrity across all operations.

Furthermore, I took charge of the seamless setup of office computers, seamlessly connecting them to a unified network. Additionally, I established a centralized printing solution accessible to all office personnel, streamlining printing processes.

Moreover, I led the installation and configuration of a CCTV system, fortifying security measures within the premises.

Pizza Baker

Jalapeno's

May 2014 - Sep 2014 (5 months)

Education



Cardiff Metropolitan University

Bachelor of Science - BS, Computer Science

Sep 2019 - Jun 2021



Cardiff University / Prifysgol Caerdydd

Bachelor of Science - BS, Computer Science

Sep 2017 - Jun 2019

Licenses & Certifications



Cybersecurity Essentials - Cisco

Skills

Version Control • Automation • Web Scraping • Kaggle • Pandas (Software) • Jupyter Notebook • Machine Learning • scss • Flask • Django