

AHMED BILEH

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PERSONAL SUMMARY

I'm an accomplished 2:1 Computer Science graduate, with a proven record of producing high-quality work under strict deadlines and constraints. I'm actively looking for opportunities in the tech industry because I'm passionate about designing and developing technology that has a positive impact. Equipped with a diverse, technical, and transferable skill set from diverse industries to solve business problems. Adept in all stages of UX design process working in an agile environment. My long-term ambition is to specialize in Software Development, UI / UX Designing and Data Analytics.

SOFTWARE SKILLS

Programming Skills: Java, Python, HTML5, JavaScript, CSS, SCSS, Git, SQL

Key Company Skills: Hard-Working, Leadership, Communication, Collaborative, Team-Working, Analytical, Agile Focused

Worked in: Windows OS, Mac OS, Visual Studio Code, Figma, Adobe XD, Eclipse Java, Android Studio, Anaconda Spyder, Power BI, Microsoft Office, AWS, Microsoft Azure

Interests: UX/UI Design, User-Centered Design, Web Dev, Front-End Dev, App Dev, Data Analytics, Cloud

ACADEMIC QUALIFICATIONS

Birmingham City University – 2018 - 2022

- BSc (Hons) Computer Science - 2:1 Degree Classification

John Henry Newman College – 2015 - 2017

- BTEC LEVEL 3 BUSINESS SUBSIDIARY DIPLOMA – D*
- OCR LEVEL 3 CAMBRIDGE Technical Introductory Diploma in IT – M
- ASDAN LEVEL 3 KEY Skills in Working with Others

The International School – 2010 - 2015

- 5 GCSE grades ranging from A – C, including Mathematics and English

LICENSES & CERTIFICATIONS

Microsoft Certified: Azure Fundamentals

Issued Oct 2022

- AZ - 900
- AI - 900
- DP - 900

Microsoft Office Specialist: Excel Associate (Office 2019)

Issued Sep 2022

Machine Learning with Python - IBM

Issued Feb 2022

Enterprise Design Thinking - IBM

Issued Feb 2022

Enterprise Design Thinking Practitioner - IBM

Issued Feb 2022

RELEVANT EXPERIENCE

Website Development – Soyal Project

Jan 2019 - Jun 2020 | UK

- Using scripting or authoring languages, management tools, content creation tools, applications, and digital media.
- Maintaining an understanding of the latest Web applications and programming practices through education, study, and participation in conferences, workshops, and groups.

PROJECT WORK

Developing an enhanced Crime Map – Final Year Project

2020 - 2021 | BCU

- An enhanced crime map from the Police.co.uk website was developed to improve the overall aspect of **usability** to make the application more **user friendly**.
- The SDLC Model used was the Waterfall Model.
- New features were implemented to enhance the crime data visualization.
- Technologies Used: **HTML, CSS, JavaScript, Bootstrap, jQuery, Google Maps API, Marker Cluster, Firebase Realtime Database, Firebase SDK, Crime Data API.**
- Module grade: **65%**

Cloud Computing Project – 3rd Year Group Project

2020 - 2021 | BCU

- The project was to **deploy** a local application to the Amazon Web Services (**AWS**) cloud platform and various AWS services were **integrated** with the application.
- The AWS services ensured the application's **security** and making it **highly available**.
- Module grade: **73%**

Machine Learning Model – 3rd Year Individual Project

2020 - 2021 | BCU

- Heart failure dataset was pre-processed, analyzed, explored, and visualized using **PYTHON** and a machine learning model (**Classification**) to get an in-depth result of **predicting** the likelihood of dying from heart failure.
- Module grade: **70%**

WORK EXPERIENCE

Jaguar Land Rover – Quality Control/Operative

Oct 2022 - Present | UK

- Monitor the use of equipment to ensure it is safe and well-maintained and discard any that doesn't meet requirements.
- Use automated systems to perform complex procedures.
- Worked efficiently and effectively with co-workers.

Legal & General– Customer Contact Agent

Aug 2022 - Oct 2022 | UK

- Worked as part of an established telephony team to take inbound calls from customers and answer pension related queries.
- Provided an excellent level of customer service by meeting customers' needs and making their call journey as easy and smooth as possible.
- Built natural rapport and the ability to engage in a way that makes our customers feel valued.

Capita (TFL London) – Customer Service Rep/Back-Office Admin

Nov 2021 - Mar 2022 | UK

- Worked on behalf of Transport for London (TFL) to manage London's Congestion Charging Zone (CC) and the new Ultra-Low Emission Zone (ULEZ) and carry out various back-office processes.
- Carry out thorough investigations to make informed decisions, and provide clear, concise, and accurate representations.
- Work with tight deadlines, while maintaining a high-quality representation.
- Minimize Additional Evidence Requests and utilize information and resources available to provide a First Contact Resolution.
- Utilize excellent communication skills - especially written English - and deal with potentially difficult representations in a confident manner.

Amadeus (Resorts World Arena)– Multi Skilled Operative

Nov 2016 - Nov 2018 | UK

- Prepped the venues for customers before they arrived, ensuring everything was up to standard.
- Providing excellent customer service, to make sure that all the customers are treated with respect.
- Provided strong leadership and direction to a team of waiters to ensure that restaurant requirements were efficiently met.