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| **Ali** Ahmed  Manchester, M13 0YR · 07448841317  Sibkhan131@gmail.com · LinkedIn: linkedin.com/in/ali-ahmed-700aa4196/ |
| A self-motivated individual currently studying for BSc in Software Engineering at the Manchester Metropolitan University. A quick learner with attention to detail, and always enjoys gaining new skills. I always aim to show excellent results through my hard work. Love working independently as well as part of a team, and willing to support my teammates when needed. My future goal is to work in the IT industry as a Full-stack developer as this is my field of interest. |

# Experience

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| Jun 2022 – CurrentCall centre customer advisor - Sky I work at Sky part-time alongside studying. The role involves the continuous use of problem-solving skills to resolve the issues that the customers are facing. Responsibilities include using specialist tools, making sales through service, answering customer enquiries and assisting them with a wide variety of tasks such as fixing issues with Sky TV and broadband services, educating customers on how to use digital self-serve options, acting with Integrity, and ensuring that data protection laws are followed at all times. Nov 2018 – JuN 2022Crew member - McDonalds I worked at McDonald’s as a part-time crew member alongside studying. Responsibilities included preparation of food and drinks, serving customers, cash handling and stock management etc. I was awarded Employee of the Month twice, and Employee of the Quarter once. Working at McDonald’s made me adapt to working under pressure. It also helped me to build on my teamwork and communication skills. OCT 2019 – July 2020IT Technician - Ten COmputers Completed my work placement at Ten Computers as part of my BTEC. Responsibilities included computer diagnostics, hardware repair and replacement, software installation, stock management and processing orders. Dealing with last minutes software and hardware modifications were part of everyday job activities that have helped me polish my problem-solving and decision-making skills. oct 2017 – NOV 2018Front of the house staff Member - Jaipur Palace I worked at Jaipur Palace as a waiter. Responsibilities included cash handling, customer service, drinks preparation and maintaining the cleanliness of the restaurant. Whilst working at Jaipur Palace, I successfully suggested and implemented online ordering systems that led to an increase in overall sales by 40%. |

# Education

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| Sep 2019 – CurrentBSc Software engineering, Manchester metropolitan university I gained a First with an average grade of 87% across all modules for my first year. I was one of the few students to gain over 90% in both programming units and 100% in the Web development unit. Sep 2019 – july 2021BTec LEvel 3 Extended diploma in it, The Manchester college Achieved Distinction in all modules (including Website Development, Event-Driven Programming and Spreadsheet modelling), and an overall grade of Distinction\*Distinction\*Distinction\*. SEP 2019 – JULY 2020GCSE MAths, The MAnchester College Achieved a grade 7 in GCSE Maths. SEp 2018 – July 2019Level 2 Functional skills MAths and English, The Manchester College I achieved a PASS grade for both these Level 2 qualifications. |
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# Skills

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| * Honesty * Commitment * Problem-solving * Customer service skills * Will to learn * Hardworking * Can-do attitude | * HTML, CSS & Bootstrap * JavaScript Fundamentals * JAVA * VueJS * NodeJS * MS Office * Computer hardware repair * Python Fundamentals * DJANGO Fundamentals |

# Hobbies

* SUP boarding
* Travelling
* Watching Anime
* Coding
* Learning new skills