**Ali** Ahmed

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A self-motivated individual currently studying for a BSc in Software Engineering at the Manchester Metropolitan University. A quick learner with strong attention to detail, and always enjoys gaining new skills. I am a hardworking individual with a can-do attitude and a willingness to learn. My future goal is to work in the IT industry as a full-stack developer.

## **Experience**

### Call centre customer advisor – Sky (Jun 2022 – Current)

Currently working as a Call Centre Customer Advisor at Sky, where I utilise problem-solving skills to resolve customer issues and provide support with a variety of tasks. Responsibilities include using specialised tools, making sales, answering customer enquiries, and ensuring compliance with data protection laws. Additionally, I educate customers on the use of digital self-serve options, and always act with integrity.

### Crew member – **McDonalds (**Nov 2018 – JuN 2022)

### Previously worked as a part-time Crew Member at McDonald's. Responsibilities included food and drink preparation, customer service, cash handling, and stock management. I received Employee of the Month and Employee of the Quarter awards. This experience helped me develop my ability to work well under pressure and improve my teamwork and communication skills.

### IT Technician – **Ten computers (**OCT 2019 – July 2020)

Completed a work placement at Ten Computers as part of my BTEC studies, where I gained experience in computer diagnostics, hardware repair and replacement, software installation, stock management, and order processing. The fast-paced nature of the work helped me hone my problem-solving and decision-making skills.

### Front of the house staff Member – **Jaipur Palace** (oct 2017 – NOV 2018)

Previously worked as a waiter at Jaipur Palace, where my responsibilities included cash handling, customer service, drink preparation, and maintaining restaurant cleanliness. I successfully introduced an online ordering system, leading to a 40% increase in overall sales.

## **Education**

### BSc Software engineering, **Manchester metropolitan university** (Sep 2019 – Current)

### Achieved a First with an average grade of 87% across all modules in my first year of study. I was one of the few students to earn over 90% in both programming units and 100% in the Web development unit.

### BTec LEvel 3 Extended diploma in it, **The Manchester college (**Sep 2019 – july 2021)

Achieved Distinction in all modules, and an overall grade of D\*D\*D\*.

### GCSE Maths, **The Manchester College** (SEP 2019 – JULY 2020)

Achieved grade A.

### Level 2 Functional skills MAths and English, **The Manchester College** (SEp 2018 – July 2019)

I achieved a PASS grade for both these Level 2 qualifications.

## **Skills**

### Interpersonal:

Honesty, Commitment, Problem-solving, Customer service skills, Fast and willing learner, Hardworking, Can-do attitude.

### Technical:

HTML, CSS & Bootstrap, JavaScript, JAVA, Vue, Node JS, Computer hardware repair, Python, DJANGO, MS Office.

## **Hobbies**

Water sports, Travelling, Watching Anime, Coding, Learning new skills.