

# Uzair Aqel Popalzai

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[github.com/ageluk](https://github.com/ageluk)

[aqel.vercel.app](https://aqel.vercel.app)



## PROFESSIONAL SUMMARY

Aspiring software engineer with a solid foundation in programming and a passion for developing innovative solutions. Highly adaptable and eager to learn new technologies, with proven experience in problem-solving, teamwork, and communication. Employs excellent analytical, problem solving and programming skills. Well-versed in software trends and confident in multiple languages, frameworks, and programming tools. Works great with technical and non-technical teams to coordinate on-time, quality releases.

## EXPERIENCE

### Multiple Stores - Delivery Driver/Supervisor

*London and Colchester*

*10/2020 - 01/2023*

- Delivered orders efficiently across four separate establishments ensuring on-time delivery of all orders; reduced delivery time for 500+ orders by 20 percent via optimisation of delivery routes.
- Adapted quickly to unique working environments and technologies
- Employed problem-solving skills for challenges within the Restaurant
- Engaged clients to create rapport and establish long-term customer relationships through prompt and courteous service.
- Promoted to Supervisor within 6 months due to exceptional performance and leadership
- Managed daily operations, including opening the restaurant, overseeing stock, and delegating tasks to staff
- Handled customer inquiries and complaints, ensuring a positive experience, and maintaining strong relationships
- Handled escalated customer complaints to provide full resolutions and promote loyalty
- Trained workers in front-of-house positions, including food serving, money handling and cleaning roles, ultimately leading to a 30% reduction in staff costs
- Performed restaurant walk-through to gauge timeliness and excellent service quality.
- Assessed operational performance to measure compliance with regulatory, industry and brand standards.
- Supported Restaurant Manager in negotiations with suppliers, identified new suppliers and cut costs by eight percent.
- Maintained high levels of cleanliness, organisation, storage and sanitation of food and beverage products to ensure quality.
- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.

## TECHNICAL SKILLS

- Object-oriented Programming
- Extreme Programming (XP)
- Data Structures and Algorithms
- Web Scraping/Web Application Testing
- Test-Driven Development (TDD)
- Client/Server Architectures

### Programming Languages:

Python  
Java  
Go

### Backend Development:

RESTful APIs  
FastAPI  
Gin  
Node.js  
Docker

### Frontend Development:

React/NextJS  
Tailwind-CSS  
HTML  
Vanilla Javascript  
Vanilla CSS

### Database Management:

MySQL  
PostgreSQL  
MongoDB

### Version Control:

Git  
SVN

### Issue Tracking/Project Management:

Jira  
Trac

### Agile Methodologies:

Scrum  
Kanban

## Sitel UK - NHS Test & Trace Agent

Colchester

08/2021 - 11/2021

- To prevent the onward spread of infection, made outbound calls to individuals who had come in close contact with COVID-19 cases, provided accurate intervention and guidance to enable people to detect their infection early, or to isolate so that they're not at risk to other people
- Resolved complex situations and escalated issues as needed to maintain a high level of customer satisfaction
- Meticulously created precise, detailed data records, capturing all relevant information for reliable reference in a personable and empathetic fashion
- Maintained caller confidentiality, with reference to patient confidentiality and Data Protection Act.

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## REFERENCES

References available upon request

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## EDUCATION

2023

**University of Essex**

Colchester

**BSc: Computer Science**

**Anticipating a First-Class Honours degree**

- Coursework in Advanced Programming, Network Security, Natural Language Processing and Large-Scale Software Development to name a few

- Dissertation in developing a responsive full-stack web application to provide solutions and services for e-commerce sellers

[Link to Portfolio:](#)

**A-Levels (2018): Woodhouse College, Barnet, London**

- Grades: BBB in Mathematics w/ Statistics, Psychology, and Chemistry; B in AS Biology

**GCSE (2016): Hendon School, Barnet, London**

- Grades: 10A\*-A with A\* in Maths (achieved in 2015) and A in English