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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 - Performed and achieved the following while a full-time student
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

Containerisation:

Docker

Frontend Development:

React/NextJS
Tailwind-CSS
Vanilla HTML, JS, 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.

REFERENCES

References available upon request

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

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