

HAMZA ABOUD

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EDUCATION

Brunel University London <ul style="list-style-type: none">• BSc (Hons) of Science in Computer Science - Software Engineering	September 2023 - August 2027
Canons Sixth Form <ul style="list-style-type: none">• A Levels: Computer Science, Information Technology and Economics	September 2021 - August 2023
Kingsbury High School <ul style="list-style-type: none">• GCSEs: 11 including 7 in Mathematics and English	September 2016 - August 2021

WORK EXPERIENCE

Electronic Arts | Software Engineering Programme

January 2025

- Proposed a new feature for the EA Sports College Football and wrote a Feature Proposal describing it to other stakeholders.
- Built a class diagram and created a header file in C++ with class definitions for each object.
- Patched a bugfix and optimized the EA Sports College Football codebase by implementing an improved data structure.

Amazon Web Services | APAC Solutions Architecture Programme

January 2025

- Designed a simple and scalable hosting architecture based on Elastic Beanstalk for a client experiencing significant growth and slow response times.
- Described my proposed architecture in plain language ensuring my client understood how it works and how costs will be calculated for it.

SIEMENS | Engineering and Technology Work Experience Programme

August 2024 - September 2024

- Participated in Siemens Technology Virtual Work Experience, gaining valuable insights into digitalisation, climate action, and smart infrastructure.
- Engaged with Siemens experts to explore a variety of engineering and technology roles, gaining knowledge about career paths in apprenticeships, internships, and graduate schemes.
- Learned about Siemens' commitment to diversity and inclusion, while discovering how innovation and technology shape the future of the industry.

Exhibition Hub | Guest Assistant

May 2024 - Present

- Managed the end-to-end ticketing process, tailoring offerings to meet the diverse clientele's needs and requirements.
- Implemented a prioritisation system to manage customer inquiries and complaints, ensuring efficient escalation to respective departments.
- Delivered VR technical support to over 1,000 users daily, tailoring solutions to accommodate diverse age groups, varying levels of technical proficiency, and language barriers, while safeguarding equipment and ensuring a smooth experience for all.

AYP | IT Assistant

Dec 2022 – Dec 2023

- Designed and monitored a LAN network for the building, initiating and managing staff login systems
- Set up and configured all networks and hardware, including computers, consoles, and Wi-Fi routers, ensuring seamless connectivity.
- Resolved installation issues, conducted troubleshooting and executed regular diagnostic checks on all software and hardware.
- Ensured the smooth operation of technology within the youth club, supporting over 30 devices, ranging from modems, routers, desktops to consoles - across 20 workstations, enabling staff and members to fully utilize resources.

AYP | Youth Worker

Jan 2021 – July 2023

- Organised and launched over 10 community activities and events, driving an 80% increase in youth satisfaction and participation.
- Collaborated with social workers, teachers, probation officers, and police through 10+ workshops, strengthening community ties and support networks.
- Mentored 25+ young children, fostering an engaging and educational environment that encouraged active participation in exhibitions and activities.

PC Magicians | Staff Assistant

June 2022 – July 2022

- Managed inventory and tracked hardware shipments, performing regular stock audits and co-ordinating outgoing orders.
- Collaborated with other staff members to identify and implement solutions for IT issues, improving system performance and customer satisfaction.

- Resolved customer inquiries, providing tailored advice on technical issues and ensuring positive client experiences.
- Streamlined store processes by optimising technical back-end operations and enhancing customer-facing interactions.

LEADERSHIP EXPERIENCE & VOLUNTEERING

Coding Tutor | Canons Sixth Form

- Initiated after-school coding clubs and workshops for key stage 3 students
- Maintained a well renowned learning environment for students and ensured their engagement through interactive and hands-on programming exercises.
- Encouraged problem-solving skills by introducing coding challenges and collaborative projects tailored to different skill levels.

Volunteer | MIDDLESEX ASSOCIATION FOR THE BLIND

- Assisted in organizing and running events for visually impaired individuals.
- Provided support to staff and members by helping with daily tasks and activities.
- Helped create accessible materials and resources for the visually impaired community.

Youth Volunteer | BRENT BOROUGH

- Volunteered at multiple youth clubs in Brent Borough, assisting children aged 8-14.
- Led workshops on online safety and technology, educating youth on safe internet practices.
- Organized and hosted gaming events, fostering teamwork and social interaction among participants.
- Mentored children with specific tech-related needs, offering guidance and support in using devices and software.

Volunteer | SUFRA FOOD BANK

- Volunteered at Sufra Food Bank, supporting the distribution of food parcels to local families in need.
- Assisted with collecting food donations from the community, organizing inventory, and packaging food parcels.
- Managed stock levels and inventory, ensuring accurate records were kept for food distribution.
- Served an average of 2000 individuals/families weekly, helping to provide for the local community.

SKILLS, AWARDS & EXTRACURRICULARS & LANGUAGES

Skills:

- COMPUTER LITERATE
- DATA STRUCTURES
- COMMUNICATION WITHIN TECHNOLOGY

Extracurriculars and hobbies

- Photo Journaling
- Sports Analysis
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Languages:

- Arabic (FLUENT)
- Spanish (CONVERSE)