**Amar Adam Alam**

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**EDUCATION AND QUALIFICATIONS**

**UniversityofBradford** 2011–2016

BSc (Hons) ICT with Business 2:2

*Final Year Project: 63%*

A marketing tourist board for London –A tourist board website for London was created using various tools and technologies allowing users to look at what is available within London and make relevant bookings.

**Grange TechnologyCollege,Bradford** 2004–2011

‘A’ Levels: BTEC Business (Distinction/Distinction)and BTEC ICT

GCSEs: 9subjects(4As,and3Cs) including Mathematics andEnglish

**ICT & SoftwareSkills:**

***Web development***–advanced skills using HTML,PHP CSS and Java script for the creation of website’s successfully including functionalities, which was used for the creation of the final year project. Also able to maintain and update existing websites.

***Database*s** – able to maintain and create databases with advanced knowledge on SQL coding.

***Application development***–Highly competent in using various Microsoft office applications that include Office, PowerPoint, Excel, Access and Outlook.

***Graphics design***–effective use of Adobe Creative Suite being able to edit images using various tools.

***Software testing*** – using different types of testing on making sure the website created consists of no errors.

**EMPLOYMENT HISTORY**

**Capita:** Job Title: Customer Service Advisor for Samsung, Date**:** Nov 2016 – April 2019

The main duties include:

* Delivering excellent customer service to customers by assisting with any mobile phone related queries. and providing front line support for customers.
* Working part of a team to ensure the target quality, average handling time, KPI and FCR
* Ensuring queries are resolved in a fast and pressured environment
* Booking repairs if required and ensure step to step guide is given to customers with a understandable process for them as customer focus is key.
* Troubleshooting and finding the best possible solution.
* Received an award for Excellent Customer service satisfaction and engaging with customers In July 2017.

**CYPA (SURF Youth Centre**), 2009-2011, Job Title: Team Leader in the comity

* CYPA (children young people association) making a positive contribution to the local and wider community by representing the views and enabling change to take place for the benefit of all.
* Looking at the community with the local council wardens and discuss issues and ways to make improvements and funding that can be available.
* Visual audits were created along with photographic images of issues such as rubbish bad lighting and many others aspects that can make the community of Bradford west a better place for the youth and the elderly.
* Actively participated with the local community police regarding crime and issues how it can be minimised.
* Part of an interview panel on recruiting a new youth worker.
* Responsible for organising term activities for budgeted summer schemes projects
* Outboard calling to negotiate prices for activities and bookings
* Speaking to the other youth members on a daily basis dealing with any concerns aired
* Responsible for all consent forms to be completed and returned.
* *Achievements from working with the Surf Project:*
* Duke Of Edinburgh Award
* ASDAN Certificate
* Local Youth Award Certificate
* Various Accreditations and in-house certificates

**KEY TRANSFERABLE SKILLS**

**Organisational**

* Effective in organising work material and tasks to accomplish before deadlines.
* Organising studying material such as lectures notes and additional documentation required to be successful at the university.
* Preparing group work within many different modules such as ICT group project where certain tasks where allocated to several group members.

**Fault Finding and Problem Solving**

* Able to find different faults that occur and appropriate solutions.
* When undertaking the final year project many problems did occur at the development and testing stages of the website. The way on how these problems where resolved is by researching and understanding solutions and using my own knowledge.

**Initiative**

* A group project was organised within the SURF Project and as a key member, I allocated each colleague a role.
* As I took control of the project, I advised each member on what needs to be done and how each student of the youth club should be helped.

**Teamwork**

* Successful team work in group tasks within the university.
* Understanding the strengths and weaknesses of different members of the group.
* Developing relationships with peers, supporting one another and sharing information.
* Various fundraising events within the community working with members of the association from different ethnical groups.

**Communication and Presentation**

* Able to communicate fluently with oral and written communication skills withusing correct grammar.
* I am alsoable to communicate effectively bybeing positive. This has been achieved by various presentations and work within academic studies and voluntary experience.

**Commercial Awareness**

* Keeping up-to-date with current affairs and developments in the IT industry (reading articles and newspapers about society in general and other topics such as sports, news, cars, technology and politics).

**ACTIVITIES AND INTEREST**

* I like attending and creating fundraising events for the community and bring them together as a whole.
* Sport is one of my key hobbies with watching football in my spare time. With supporting Manchester United, I attend many live matches when possible.
* Gadgets are also a passion as I like to keep up-to-date with all the latest technology that is available.

**ADDITIONAL SKILLS**

* Fluent English, Urdu and Punjabi speaker.
* Full UK Driving License

**REFEREES**

References available on request