**Mohammed Abayzam**

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**PERSONAL PROFILE**

A University IT Graduate with experience working as part of a team utilising excellent communication and problem solving skills and extensive knowledge of several programming/scripting languages including HTML, PHP and JavaScript in order to develop and expand my knowledge within the IT industry.  
  
An extremely hard worker with a good work ethic who can develop new strategies to improve within a busy work place. A calm and polite person who can work in a team and has very good ideas and input. Develops and adapts to changes and additions to a business in a positive manner. Demonstrates broad interest in different aspects of the multimedia field.

**KEY SKILLS**

* Knowledge with both HTML 4.0 and HTML 5.
* Knowledge of CSS 2 and CSS 3 properties.
* JavaScript and Jquery.
* PHP and MySQL.
* Knowledge of Adobe packages
* Proficient in up to date Microsoft Office, i.e. Strong Microsoft Word, Microsoft Excel skills.
* Knowledge in the use of Windows 98 – Windows 10.
* Excellent communication skills
* Taking ownership and responsibility of key tasks and good management of workload throughout working day meeting deadline and KPI’s
* Can adapt to changes and additions to a business in a positive manner

**WORK HISTORY**

**June 2017 – Ongoing – Arcadia Group Ltd/Arcadia Shared Services – Data Analyst (Import/Export Administration)**

My duties are to:

* Input data entry on to various systems/spreadsheets.
* Use correct Customs Classification (tariff codes) to determine the duty paid for stock.
* Create ATRs for Return to Stock requests from the Distribution Centres for Suppliers.
* Receive and process/produce documentation/reports in an accurate and timely manner.
* Identify inaccuracies and reporting them to the necessary departments/contacts in a timely manner to prevent delays to the delivery of stock in to the Distribution Centres.
* Use the ability to assess, where necessary, the need to escalate issues to ensure a satisfactory outcome.
* Maintain and up-keep of databases and spreadsheets to ensure that a full and accurate audit trail is available for use by authorities when required.

**Sept 2016- June 2017 – Arcadia Group Ltd/Arcadia Shared Services – Customer Care Advisor**

My duties were to:

* Provide quality responses to customer contacts by telephone and email
* Respond to customer correspondence and emails in a plain English style, when necessary without the use of standard templates
* Adhering to DPA and KYC of customers via FCA Guidelines
* Take ownership and manage my own complaint caseload to reach first time resolutions and deadlines
* Balance business needs against customer expectations to ensure high levels of customer satisfaction
* Negotiate solutions with different customer groups prioritising external customer needs wherever possible
* Work within and outside the parameters of company policy, to find creative solutions to customer issues
* Develop and utilise a network of contacts within head office and field teams to ensure positive customer outcomes
* Demonstrate the ability to balance telephone, written an administrative work to ensure that personal targets and departmental service levels are met
* Contribute to department meetings, focus groups, projects and training sessions as and when required

**Jan 2016-June2016 – Capita/O2 – SMB Customer Service Advisor (Billing and General)**

My duties were to:

* Work on their dedicated customer care line dealing with a varied range of tasks from a wide range of their customers
* Deal with customer service enquiries around Billing, Network and Handset faults, General Enquires and Complaints.
* Ensure that incoming telephone calls are answered in an excellent professional and timely manner and transferred (where appropriate) to the relevant department utilising the company’s systems
* Register customers to an online web portal (My O2 Business) so that they were able to view their invoices online amongst other enquires, sim swaps, unlatching (filling out forms to unlock phones for customers), port ins and customer migration queries, providing detailed breakdowns of customer’s invoices, adding and removing bars (restrictions) on accounts where appropriate, placing orders for customers and sales.
* Meeting strict KPIs such as customer satisfaction surveys and on-going quality checks
* Operate as part as a team to ensure the smooth operation of the department
* Manage and protect customer information in accordance with relevant information

**Nov 2015-Dec 2015 – Interaction Recruitment/M&S – Customer Service Advisor (Sales and Service temp)**

My duties were to:

* Work on their dedicated customer care line dealing with a varied range of tasks from a wide range of customers on behalf of Marks& Spencer, aiming for first time resolutions
* Promote the Marks and Spencer brand and to deliver a high quality/standard of customer service to each and every customer
* Assist customers over the telephone and placing orders for them for their various needs such as M&S clothing, home ware, flowers, furniture and food
* Respond to a wide range of enquiries from customers’ e.g. providing support for online shoppers, such as account password problems, payment details, amending customer details online etc.
* Provide information about a full range of product and service Marks and Spencer provide and the tracking of customers’ orders via various carrier systems.
* Manage and protect customer information in accordance with relevant information
* Operate as part as a team to ensure the smooth operation of the department
* Update customer files to reflect correspondence in an accurate and timely manner and to also ensure that customer feedback is actively pursued, considered and appropriate action taken

**Nov 2014-Nov 2015 – Lydian Investments/Simply Lettings– Online Marketing Assistant (Voluntary)**

My duties were to:

* Market the business to attract existing and potential customers via the use of social media platforms such as Facebook and Twitter alongside LinkedIn
* Research how to get information across to numerous amounts of people via different social platforms
* Research into different aspects to improve the company website to make it user friendly and easy to use i.e. SEO etc.
* Become a copywriter, writing blogs on the company website and promoting them via social media and various forum sites using my own creative flair
* Merge social media platforms to work in sync with each other i.e. posts that are on Facebook can also be displayed on Twitter and also prioritisation of posts using various systems i.e. Tweet Deck etc.

**Nov 2013-Dec 2013 – Royal Mail – Mail Sorter – (Temporary Position/Christmas Temp)**

My duties were to:

* Be a mail and package sorter
* Sort the mail inbound throughout Yorkshire and outbound to the rest of the UK including pushing yorkies

**EDUCATION**

**University of Huddersfield - (2011-2014)**

BA (Hons) Interactive Multimedia **2:2**

**In Touch Care LTD - (July 2013-August 2013)**

PTLLS – Preparing to Teach in the Lifelong Learning Sector

OCR Level 4 Award in Preparing to Teach in the Lifelong Learning Sector **6 credits at Level 4**

**Leeds City College - (2009-2011) - A Level’s**

BTEC National Diploma Interactive Media Level 3 **DMM**

NCFE Key Skill Level 2 Application of Number **PASS**

NCFE Key Skill Level 2 Communication **PASS**

**Primrose High School - (2004-2009) - GCSE’S**Achieved 11 GCSE grades A to C including Maths, English, IT and Art.

**Prince’s Trust Yorkshire - (24/08/2015)**

Prince’s Trust Level 1 Award in Exploring Enterprise **11 credits at Level 1**

**LEISURE ACTIVITIES**

I enjoy reading novels and have an interest in reading Japanese manga. I enjoy listening to music of a Hip-Hop, UK Grime genre as I like the rhythm that can be produced by them which also has positive messages hidden within their songs.

**REFERENCES –** Available on request