Mohammed Yafai

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**PERSONAL PROFILE**

I have recently completed my Software Engineering degree and have successfully obtained my bachelor’s. I work well individually using my initiative to complete all given tasks, I also excel when working in a team with my colleagues this is shown through my countless successful group assignments at university. Currently, I am an Inbound Sales Advisor, this requires me to work well under pressure, possess good customer service skills and work to tight deadlines to meet set targets. I am very committed and ensure that all my targets are met which ensures that the organisation achieves its business objectives.

**KEY SKILLS**

* Multilingual (English & Arabic)
* Proficient in Java, C++, JavaScript, C#, SQL, HTML, MVC4, CSS, PHP
* Excellent Communicator
* Highly Organised

**EMPLOYMENT HISTORY**

**Inbound Sales Advisor: Dixons Carphone, Knowhow Centre, Sheffield**

* Assisting customers in finding the right products
* Providing technical advice to assure customers and to provide necessary information to customers about stores
* Promoting Care Plans and ensuring that key targets are met
* Place orders
* Arrange for delivery of items
* Organise pay and collect

**Customer Service Advisor: Menzies Distribution, Europa Drive, Sheffield June 2014**

* Dealing with customer complaints
* Placing orders
* Scheduling deliveries
* Updating account details

**Retail Operative: Primark, Meadowhall, Sheffield, October 2013 – September 2014**

* Providing 1 to 1 customer service
* Handling money,
* Dealing with complaints

**Security Guard: Voluntary work at the Hilton Hotel, Sheffield, January 2012**

* Duties included protecting and serving high profile guests, greeting and directing them.

**EDUCATION & QUALIFICATIONS**

**Software Engineering, Sheffield Hallam University, September 2015 – May 2019**

Degree Obtained: BENg Software Engineering

Modules Including: Network Software Development, Object-oriented programming, Software Engineering Concepts and Methods, Web Development, Group Software Development and Database Systems for Software Applications.

**Longley Park Sixth Form College, September 2012 – June 2015**

A Levels include D\*D\*D\* in BTEC Extended Diploma ICT and a C in AS Mathematics.

**King Edward VII School, September 2007 – June 2012**

GCSEs include 11 grades from A to C which include a B in GCSE Mathematics and a C in GCSE English Language.

**HOBBIES & INTERESTS**

During my spare time, I like to experiment with my PC that I have personally built, to interchange parts and to monitor the progress, I also have a passion for keeping fit and regularly take part in sporting activities.

**~References Available Upon Request~**