**Hassan Dambatta**   
Graduate Software Engineer  
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PERSONAL SUMMARY

**MSc Cyber Security – Pending**

University of Birmingham – September 2018 – September 2019

**BSc Software Engineering – 2:1**University of Huddersfield (September 2012 – May 2016)

Final Year Project Title: 'Lowering Energy Usage in UK Homes' - I created a Web application using Sublime text editor, PHP, MYSQL, HTML and Java Script. I advanced my interpersonal communication skills by presenting my work to an uninformed audience.  
  
**A Level’s: 2009 – 2011, Prince Henry’s Grammar School, Otley**

**GCSE’s: 2007 – 2009, Wetherby High School, Leeds**  
Achieved 8 GCSE’s at grades A\* - C, including English and Mathematics.

A self-motivated and enthusiastic graduate seeking for experience in Software Engineering/Cyber Security within an innovative and ambitious team. I give one hundred and ten percent to every task I am assigned and I am easily able to structure resources and time to accomplish tasks within set deadlines. A more independent person as a result of my studies and work experience, resulting in improved communication skills and ability to share ideas and work effectively with others. I am a very ambitious person with a goal to work within a dedicated team in order to gain new skills.

EDUCATION

ICT (Double Award) A   
Design & Technology B   
Science B  
Media Studies C

* Large Systems and Environment – 83
* Hardware and Networks - 68
* Relational Database and Web Integration - 67
* Modern Database Applications - 63

KEYSKILLS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| C++ | Eclipse | Visual Studio | PHP | SQL | MYSQL |
| Microsoft Office & all Open Office Applications | Photoshop | Advanced HTML | UML | CORBA | Solid Works |
| Windows Operating System | Blue J | XML/RDF | CAD/CAM | CISCO | Troubleshoot |
| Android Application | Java | Java Script | Linux | Database | Fireworks |
| Planning Description Domain Language (PDDL) | Window XP, Vista, 7, 8, 10 | Hardware/Networks | Java Spaces | API | HTML/ASP |

* **Cisco Networking Academy: IT Essentials: PC Hardware and Software**EMPLOYMENT HISTORY
* Perform a Step-by-step assembly of a desktop computer and install & navigate an operating system.
* Configure computers to attach to an existing network
* Implement basic physical and software security principles
* Analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking and security
* Upgrade or replace components of laptop, printer or scanners and computers
* Explain and perform preventive maintenance

**Support Analyst, MasterCard, Harrogate (June 2017 - Present)** I have successfully undertaken technical troubleshooting queries to identify the root cause of IT incidents. I have also dealt with technical incident resolution for workstation services such as desktops/laptops and mobile devices. I have the knowledge of troubleshooting basic networking issues. I am responsible for providing first contact resolution when and where appropriate to customers.  
**Customer Service Representative, Emovis Operations, Leeds (Feb 2016 - May 2017)** I am responsible for building a sustainable relationship with the customer through interactive communications, providing accurate and valid information using appropriate methods/tools. I have gained the ability to provide appropriate solutions with alternatives and able to multi task, prioritise and manage time effectively. **Customer Experience Advisor, Capita Marks and Spencer Leeds (Aug 2015 – Jan 2016)**I worked as a Customer Experience Advisor, I was responsible for interacting with customers and providing information in response to product or service enquiries. I gained transferrable skills that I am able to use in subsequent roles. Similarly, I have increased my capability to work within a high-pressure environment, which has improved my team work skills tremendously. I developed further organizational and excellent time management skills.  
**Sandwich Artist, Subway, Leeds (Aug 2013 – Dec 2014)**I worked as a Sandwich Artist, regularly demonstrating excellent customer service and sales skills. My role involved having a complete understanding of the menus and adhering to high quality standards, as outlined in Subway's SOP's. Additionally, I confidently interacted with customers on a daily basis dealing with their queries via oral communication.  I have gained the ability to work in a fast-paced team environment, which has improved my problem-solving skills.   
**Faber Maunsell AECOM,** **Royal House, Leeds (Work Experience)**I got the opportunity to experience different aspects of engineering and project management, took part in computer design, planned internal housing operations and participated in drawing projects. In addition, I gained confidence in performing tasks such as presentations in front of an informed audience and I developed important team work and problem-solving skills.

INTEREST AND HOBBIES  
  
In my spare time I play a lot of sports, especially football that I am a co-captain of on a weekly basis for a local team (Yorkshire Armatures) and basketball. I find working with computers highly stimulating and engaging, and I am constantly challenged to make discoveries and gain new skills. Learning about cultures and languages interests me; I am fluent in Hausa, have a basic knowledge of Italian and a working knowledge of Arabic.