Abdulkadir Maxamed

MSc Cyber Security & BSc Computer Science

Profile

Recent graduate with a strong focus on Full Stack development. A detail-oriented and well-spoken with experience in managing projects and analysing data, offering versatility and a strong work ethic. Seeking an opportunity to utilise skills in developing software for an established company with a strong Client/Customer relation.

Employment history

Sitel – **Team Manager**
Coventry, West Midland
02/2021 - Current

- Liaised closely with Client organisations to keep in line with compliance processes and procedure.
- Assisted customers by answering questions and solving problems.
- Consistently achieved the client's targets by managing customer expectations with phenomenal care and attention.
- Handled and stored customer safely data according to client's protocols along with the GDPR rules.
- Cultivated and strengthened relationships with clients and customers by providing detailed feedback.
- Providing End to End contact solutions for clients.

OWO Living - **Full Stack Software Developer**
Freelance
10/2018 - 08/2019

- Designed, implemented, and monitored company stock management and sites for continuous improvement in a fast-paced environment all under one holistic software.
- Enhanced coding of CSS and JavaScript, improving user experience score from use of excel spreadsheets to a more appealing software.
- Utilised programming capabilities in HTML/CSS, NoSQL and JavaScript and ReactJS in order to create and complete client project according to the specification set beforehand.
- Applied the Software Development Life Cycle to keep track of project deadlines to ensure the client knows the progress of the project.

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📞 07393864922
📍 Birmingham, West Midlands

Websites & portfolios

- LinkedIn
- GitHub

Skills

- JavaScript
- Node.Js
- React.Js
- Python
- MYSQL
- NoSQL
- MongoDB
- HTML 5 &CSS 3
- Java
- Flutter
- TDD
- Jest Testing
- Agile Scrum
- Git Version Control
- RESTful API implementation

Education

11/2020
Coventry University
Coventry
Master of Science: Cyber Security

11/2019
Coventry University
Coventry
Bachelor of Science: Computer Science

Limitless Home Ltd - Logistics Team Leader
West Midlands
07/2018 - 07/2019

- Maximised customer satisfaction through effective operational management aligned with quality standards and customer requirements.
- Took charge of relationships with stock vendors, delivery service providers to ensure customer products were linked with the delivery date of new stock arrivals and were out delivered on time.
- Strengthened employee performance ratings and trained staff on system efficiencies while supervising 5 crew members to deliver optimal productivity.
- Weekly reports of resolved customer issues and solutions I have provided for customers if there were any concerns.
- Decreased obstacles and saved time by spearheading emergency issue resolution for customers.
- Strategised long-term business needs, driving customer feedback for process improvements.
- Upsold items to customers with a lucrative discount to increase company sales.

Extracurricular

Full Stack Web Development:
Creating a single page responsive web application using React.js with HTML & CSS. Implemented a secure authentication required mongoose database the runs in response with Restful API.

Mobile App Development:
In my spare time like to create an application that can be useful for my day to day routine. Using android studio to create a gym application that keeps track of my gym routine.

06/2016
Ark St Albans Academy Sixth Form
Birmingham
A-Levels: Mathematics, Physics & Chemistry

Languages

English: Native language

Swedish: B1
Intermediate

Spanish: B1
Intermediate

Chinese (Mandarin): A2
Elementary

References

Available upon request