

Education

Computer Science MSci

2016 - Present

Royal Holloway, University of London

- Currently in third year of a four year Computer Science MSci degree. Average grade is a 1st across both years.
- Modules studied so far include:
 - **Team Project (83%)** - Acquired an understanding of the role of a software developer by gaining practical experience in developing medium scale software as part of a team using Scrum-based Agile development.
 - **Robotics (81%)** - Gained further experience in a team project and programming in Java. Learned elementary concepts of robotics.
 - Mathematical Structures (82%), Databases (81%), Computer and Network Security (71%), Artificial Intelligence (70%) and Object Oriented Programming (70%).
- Third year modules include Machine Learning, Intelligent Agents and Multi Agent Systems, Advanced Algorithms and Complexity, Computational Finance and Functional Programming.

Access to Higher Education in Computing

2015 - 2016

Kingston College, Kingston

- 33 Distinctions, 6 Merits, 6 Pass.

GCSE

1999 - 2005

Tiffin School, Kingston

- 11 A* to C, including A* in Religious Education, A in Mathematics and Chemistry, and B in Biology, Physics, English Language, English Literature and Information Technology.

Work experience

Teaching Assistant

October 2018 - Present

Royal Holloway, University of London

Supervising first year students in their Java lab sessions where they complete worksheets set by the lecturer

- **Teaching:** Explaining fundamental concepts of Java to students, some of whom have not been exposed to programming, and encouraging them to follow coding conventions
- **Supportive:** Marking students' work and helping them to understand any mistakes.

Senior Credit Controller

May 2010 - August 2015

FDI Logbox International, Brentford

Managed a ledger of over 300 fashion retailers, 50 fashion suppliers and an annual turnover exceeding £10 million.

- **Customer Service:** Maintained relationships with clients in the UK and across Europe by communicating with them on a daily basis and organising regular face-to-face meetings.
- **Negotiation:** Restructured retailers' finances in order to secure payments in a timely manner, by agreeing a suitable payment plan for them and their supplier.
- **Analytical:** Reconciled accounts and resolved discrepancies of over £2 million for global fashion suppliers such as Marc Jacobs and Michael Kors.
- **Trusted:** Promoted to most senior position in credit control department, overseeing the more lucrative contracts. Also given the responsibility of training new staff members.

Senior Collections Associate

January 2009 - April 2010

CapQuest Debt Recovery, Twickenham

Contacted customers by telephone to negotiate full payments, settlements and payment plans to repay their debts.

- **Communication:** Handled phone calls with difficult customers, whilst maintaining a calm and polite demeanour.
- **Dispute Resolution:** Resolved disputes and complaints on a daily basis by being attentive to the customer and empathising with them.
- **Regulatory Compliance:** Complied with different laws and financial regulations.

Telesales Agent

May 2008 - December 2008

BPS Contact, Wimbledon

- **Sales:** Converted “cold calls” into landline/broadband sales on behalf of TalkTalk.
- **Persuasion:** Contacted previous customers, discovering their reasons for leaving and then re-signing them by eliminating any fears they had in the company.

Sales Assistant

December 2005 - January 2008

Matalan, New Malden

- Worked on tills, supervised the fitting rooms, recovered the shop after closing times to bring the shop up to proper standards, organised which stock needs to be taken out to the shop floor and cleared the stockroom to make room for new stock.

Voluntary Work

- Tutoring first year Computer Science students to help with their progress in the mathematics modules.
- Supervised and taught young children at Taekwondo club.
- Member of Silver Surfers, a charity that helps teach elderly people how to use computers and the Internet.

University Projects

- **Team Project (83%)**
 - Developed a restaurant management system using a TDD approach and MVC design pattern.
 - Designed user interface of web app in HTML, CSS and JavaScript. Developed models in Java, and controllers with Spark and Hibernate. Learned how to deploy app using Heroku.
 - Practised the Agile methodology by splitting project into two week sprints and holding regular scrum meetings. Took on role of scrum master for one of the sprint periods and encouraged team members to improve communication for the betterment of our project.
 - Used GitHub repository on command line to synchronise project code with other team members and prevent any conflicts in merging.
 - Achieved my highest grade (83%) in a module for my contribution to the team project.
- **Robotics (81%)**
 - Built a transformer robot as part of a team, using the Lego Mindstorms NXT kit. Programmed it in Java to transform from humanoid to car depending on its environment.
 - Utilised different sensors to exhibit behaviours such as autonomous driving and preventing itself from falling off a table.
 - Motivated other team members and organised meetings outside of class to ensure that we completed our project before the deadline.
 - Course leader rated our project the "most exciting robot" of the year, out of a total of 32 groups.

Skills

- Good use of Arabic language (reading, writing and speaking).
- Proficient in Microsoft Office programs.
- Constantly growing knowledge and varying levels of experience in different programming languages, tools and methodologies including Java, Python, JavaScript, Agile, Scrum, Version Control Systems, Linux and more.
- Strong skills in office administration, negotiation, customer service and communication developed through years of education and work.

Interests

- Enjoy travelling the world with friends & family and experiencing different cultures.
- Student of Taekwondo, which promotes perseverance, integrity and self-control as well as a healthy lifestyle.

Awards

- **Taekwondo:** Participated in competition (2015) against 8 others in my weight category and awarded bronze medal in sparring and silver medal in patterns.
- **Hackathon:** Came second place (out of 10+ teams) at RU Hacking 2018 (University of Reading). A team of three of us used the OpenCV library in Python to produce a system that would allow a user to unlock the front door of their house using facial recognition.
- **Maths Mentor:** Awarded a certificate at the Student Success Celebration Awards 2018 in recognition for my efforts in tutoring first year Computer Science students who were struggling with their mathematics modules.