



HAKEEM DAHOU

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PROFILE

Software developer with a background in solutions consulting and a specialisation in front-end technologies, including HTML, CSS, JavaScript, React, and TypeScript.

Proficient in client-facing roles, with a demonstrated ability to communicate effectively and engage with stakeholders to deliver solutions that meet both technical and business requirements.

EDUCATION

Zero to Mastery Academy: Complete Web Developer, Complete React Developer, Advanced JS concepts, Data Structures & Algorithms

HTML5, CSS3, Tailwind, JavaScript, TypeScript, Git/GitHub, NPM, React/Redux, React-Router, HTTP/JSON/AJAX, API's, Node.js, Express.js, SQL, PostgreSQL, Firebase, Stripe, Jest, Enzyme, Webpack

University of Birmingham

BSc Mathematics (2018)

EXPERIENCE

eGain Corporation

Technical Pre-Sales Solution Consultant

March 2022 – present

eGain Corporation is a SAAS company providing digital customer engagement solutions to large enterprise clients.

Duties:

- Develop customisations to common demo templates based on specific client requirements. Stack: HTML, CSS, JavaScript.
- Branding of common demo templates to match client branding. Stack: HTML, CSS, JavaScript.
- Develop custom components for analytics demo system. Stack: HTML, CSS, JavaScript, React.js.
- Demonstrating product capabilities to prospects and existing clients.
- Consultations with prospects and existing clients to gather and document technical and non-technical requirements for their digital transformation projects.
- Translating client requirements and expectations into custom product demonstrations by designing, developing and demonstrating eGain solutions that meets those needs.
- Migration of analytics system to new demo platform.
- Delivering presentations and training other members of the wider sales team on key changes to the analytics demo system.
- Responding to RFI/RFP documents to answer technical & non-technical questions about our products and services.

Bulb Energy - Energy Specialist
Intelling Ltd - NHS Track & Trace Customer Associate
First Recruitment Group - Recruitment Consultant
FourPointZero Recruitment - Recruitment Consultant

Jan 2021 – March 2022
May 2020 – Jan 2021
Aug 2019 – March 2020
Sep 2018 – Feb 2019

Over 3 years' experience with a diverse background in customer-facing roles. Gained strong communication and problem-solving skills honed through experience in positions in the energy and healthcare sectors.

Gained experience in new business development, client relationship building, and process and project management through building a pipeline in the recruitment industry. Strong stakeholder engagement skills gained through interacting with individuals across various industries and at different levels within an organisation.

Proven ability to adapt and quickly learn industry-specific content and a track record of working well under pressure to hit targets and key performance metrics.

PROJECTS

Crwn-Clothing - E-Commerce Website – React, Redux, TypeScript, Sass, Stripe, Firebase, Netlify, Jest, Enzyme

- Built an e-commerce website where users can login, add items to cart, checkout and more.
- Login – basic authentication and Google Sign-In through integration with Firebase.
- Integration with Stripe API for payments.
- Redux for state management of application.
- Deployed through Netlify.
- Testing with Jest & Enzyme.

Smart-Brain - Facial Recognition Application – React, Tachyons, Clarifai API, Node, Express, PostgreSQL, Heroku

- Built a facial recognition project, where users can login, upload an image and the faces in the images will be recognised and highlighted. UI built in React.
- Built back end server in Node and Express to communicate with PostgreSQL database to authenticate users and store other user information.
- Facial Recognition is done through integration with the Clarifai API. Face location is identified and then styling applied to put a small box around the faces that have been detected.
- Application keeps track of users & how many times they have used the application to detect faces. Users are given a score.
- Deployed through Heroku.

Dataset-Generator Gadget – React, Tachyons, eGain REST API's, Webpack

- Built a report dataset generator tool where users can create a mock dataset based on report models.
- Datasets are sent and stored in eGain Analytics application through use of eGain API's to generate reports for demo purposes.
- Datasets can be pulled back into gadget and edited, updated & deleted.
- Calculator tool built into the gadget so aggregations for report attributes can be calculated.
- Tooltip within the gadget to advise users on how to use the tool.

Extended CV detailing previous experience duties is available if required.

References available on request.