**KHUBAIB - UL - HAQUE**

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PROFESSIONAL SUMMARY

Graduate with a 2:2 in Computer science. Experience in a variety of different roles from Customer Service to Assistant Manager.  Ability to adapt to scenarios displaying strong work ethic and leaderships skills. Seeking opportunities to leverage a career in Web Development, Software Development or any similar roles in computing

SKILLS

**Experience with the Following languages**

* Java
* HTML
* CSS
* PHP
* JavaScript
* Arduino chip
* Laravel
* C#

**Database’s**

* MySQL
* PostgreSQL

**Additional mentions & Experience**

* Virtual machines
* Linux
* Software installation
* Agile development
* Scrum meetings
* Application development
* System analysis
* Software engineering
* Web applications
* Stripe payment gateway
* Node.js
* Express
* CentOS7
* Gentoo
* Able to provide quality leadership to a team of customer service people
* Strong communication and IT fluency
* Creative talent and the ability to solve tough problems
* The ability to handle pressure and meet deadlines
* Skill in prioritizing and triaging obligations
* Attention to detail
* Excellent time management and organisational understanding

WORK HISTORY

**Customer Service Manager – 08/2017 – 01/2018**

**Capita – Tesco Direct – Bury, Greater Manchester**

* Dealing with customer queries related to Tesco Direct which include delivery enquires, post and pre-deliveries. Clubcard queries, returns
* Being able to use Tesco’s online ATG system to be able to track orders and customer queries.
* Building a report with customers and helping them according to Tesco Standards.
* Delivering a friendly and constant service.
* Being able to use Cisco efficiently for day to day activities**.**
* Handling customer queries
* Working under pressure
* Customer Care
* Customer complaint
* Customer satisfaction**.**

**Assistant Manager, 03/2018 to 05/2018**

**Fun Valley – Children’s Soft Play – Bolton, Greater Manchester, Lancashire**

* First contact for customer upon arrival, providing customers and their children with correct bands and taking payment and catering for customers.
* Taking orders and working with other staff to provide the best service for parents and their children
* Organising and catering for birthday parties by providing food, setting up decorations, contacting parents and taking payment all while operating within Health and Safety regulations
* Working under pressure in order to set tasks and coordinate staff and meet deadlines
* Taking lead when Manager was unavailable by assigning tasks to associates, staffing projects, tracking progress and updating managers, partners and clients as necessary
* Implementing  a Democratic leadership style in order to create employee job satisfaction and encourage innovation and creative solutions to organizational issues and problems

**Picker & Packer, 05/2016 to 09/2016**

**BOOHOO Warehouse- Burnley, Lancashire**

* Utilizing hand held terminals to scan and pick clothing items with aims in completing picking and packing task
* Hitting weekly targets and displaying time management skills in order to complete orders in a timely manner
* Working as a team member and often time aiding trainers with training new employees

**Youth Worker, 05/2011 to 08/2013**

**Seldom Street Community Centre – Nelson, Lancashire**

* Managing youngsters from ages 8 up to 14 years old
* Organising activities and events for youth to participate in
* Working closely with the council to create a safe environment for youngsters and developing monthly programmes with senior management
* Setting up meetings with various public figures in the community from the police to local cricket team and creating a comfortable atmosphere through educating youngsters
* Teaching various academic books and helping all ages of youth with school homework
* Handling parent complaints and resolving issues in a timely manner

EDUCATION

**Computer Science BsC (Honours): Computer Science, 2018**

**The University of Bolton** – Bolton, Greater Manchester

Computer Science (Honours) BSc: 2:2

Key Skills Gained:

* Creating web applications with various languages
* Creating java applications
* Strong communication skills (oral and written)
* Analytical and critical thinking
* Problem solving, Decision making and Logical thinking
* Software development in a Agile environment
* Learning new languages
* Being able to interact/integrate with a company and creating a project according to their needs.
* Working amongst a team to create a web application within a team and contributing.

Notable modules – Software Engineering, Advanced databases, Object orientated Development, Web development & applications and Major project(dissertation).

**BTEC:** I.T, 2015

**Thomas Whittam Sixth Form** – Burnley, Greater Manchester, Lancashire

**Result:** Distinction

**GCSE:** 2011

**Markazul Uloom High School** – Blackburn

Attained 6 GCSE’s A to C

REFERENCES

Refences available upon request

LANGUAGES

Fluent in English and Urdu, and intermediate understanding of both Punjabi and Hindi