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| Mohamed Hassan  Web Developer | |
| |  |  | | --- | --- | |  | Profile I'm a Web Developer( formerly a Network Engineer ) based in Birmingham, UK. I am an experienced problem solver and possess good organizational and management skills. I enjoy working in a grouped environment as well as individually. I have excellent communication skills and can follow tasks/instructions carefully. I'm also a Manchester City fan, who enjoys playing football. Projects  1. [Book](https://mohamedisaaq0.github.io/group-project-1/) [Search](https://mohamedisaaq0.github.io/group-project-1/) – In this group project, we created a quick book search that allows you to gather together quick relevant information we believed would require when looking for a book. Technologies used: HTML, CSS, JS and APIs. 2. [Code](https://mohamedisaaq0.github.io/4-code-quiz/) [Quiz](https://mohamedisaaq0.github.io/4-code-quiz/) – JavaScript quiz to test your knowledge and record your scores upon completion of the quiz. Technologies used: HTML, CSS, JS. 3. [Day](https://mohamedisaaq0.github.io/5-day-planner/) [Planner](https://mohamedisaaq0.github.io/5-day-planner/) – An app to keep track of your schedule and to manage your busy day efficiently with colours highlighting your current event and next scheduled event. Technologies used: HTML, CSS, JS, jQuery. 4. [Password](https://mohamedisaaq0.github.io/3-password-generator/) [Generator](https://mohamedisaaq0.github.io/3-password-generator/) – An app to generate a random secure password. Technologies used: HTML, CSS, JS. | | . | Employment HistoryAdministrative Officer at HMRC Revenue & Customs, Birmingham May 2022 — Present   * Acting as a primary point of contact for customers, via telephone or emails. * Making informed decisions based on information gathered from HMRC Data systems. * Making outbound calls to customers to check details and request information. * Inputting information to HRMC systems and insuring details are entered correctly and promptly.  Admin/Swabber/Marshall at Cignpost Diagnostics Ltd, Birmingham June 2021 — May 2022   * Directing costumers to the right testing lanes. * Verifying the details of the customer by corresponding the QR code with their passport. * Helping customers with testing queries. * Processing their QR code and liaising with the swabber to ensure a smooth process. * Taking the swab sample from the customer. * Ensuring the customer receives their results by resulting the test taken. * Ensuring the manifest corresponds with the test samples to avoid errors. * Dealing with frustrated customer and conflict resolutions.  Security Guard at FSI Security, West Midlands August 2020 — May 2022   * Responsible for the safety and security of the site including any plant equipment on site. * Ensuring that only those authorized to enter the site are allowed on whilst refusing access to those without the proper credentials. * Booking people in and out of the site and following all aspects of H&S.  Security Consultant at Total Care Security LTD, Birmingham, UK June 2019 — June 2020   * Mitigated operations risks through proactive coordination of crisis response and emergency management strategies. * Increased operational efficiency and accuracy by implementing improved records management systems. * Prepared management reports detailing observations, comparisons to applicable standards, guidelines and industry best practices. * Oversaw and validated grounds access to mitigate risk of theft. * Controlled access to building by monitoring surveillance equipment and logbooks. * Increased quality control by monitoring materials to ensure compliance and eliminate process lags.  Network Support Analyst at AT&T, Brno, Czech Republic July 2018 — March 2019   * Creating trouble tickets for customers and taking ownership of faults through to resolution. * Ensuring any fault is cleared within required SLA, escalating faults as required in order to meet the SLA. * Liaison with suppliers and customers in relation to fault resolution and control the repair process. * Direct customer and account team interface providing day to day network support. * Managing initial trouble investigation, isolation and steady state recovery Assisting users to identify and solve connection/communication problems. * Booking out tickets to telco vendors for access circuit trouble investigation. * Providing regular status updates to enterprise and internal customers. * Engage and cooperate with higher technical teams in order to expedite fault resolution. * Report carrier issues to our Access Provider Management team in order to improve our suppliers support * Basic trouble shooting with CISCO devices such as Routers and Switches. * Understanding of OSI model and applying principles from Layer 1, 2 and 3 on the practice.  First Line Network Support Engineer at Daisy Group, Nottingham, United Kingdom December 2016 — January 2017   * Maintaining and troubleshooting Wi-Fi issues * Troubleshooting IP routing and BGP as part of IPv4 routing and ,VPN, OSPF, EIGRP, Layer 2 connectivity and STP * Implementing changes and build solutions on live customer networks.  Network Engineer at CMC IT Support, Birmingham, United Kingdom January 2016 — June 2016   * Routing protocols i.e. RIP, OSPF, and ERGP. * Designing LAN network i.e. Vlans * Network Redundancy i.e. HSRP, VRRP * Virtual Routing using EtherChannel. | |  | EducationFull Stack Coding Bootcamp, University of Birmingham, Birmingham March 2022 — September 2022 IGCSE, Atlas College, Nairobi, Kenya September 2012 — July 2014 | |  | CertificationsCisco Certified Network Associate Security June 2016 — June 2019  Cisco Cisco Certified Network Associate Routing and Switching February 2016 — February 2019  Cisco | |  | ReferencesReferences available upon request | | Details United Kingdom, +447429237303  [mohamedisaaq0@gmail.com](mailto:mohamedisaaq0@gmail.com) Driving license Full UK License Links [LinkedIn](https://www.linkedin.com/in/mohamedisaaq0)  [Github](https://github.com/mohamedisaaq0)  [Portfolio](https://mohamedisaaq0.github.io/mohamed-portfolio/) Languages  |  |  |  | | --- | --- | --- | | English | | | |  | |  | | Somali | | | |  | |  | | Arabic | | | |  |  | |  Skills HTML  CSS  JavaScript  API  Bulma Framework  Leadership  Ability to Work in a Team  Customer Service  Conflict Resolution |