

MAHZABEEN ALAM

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Summary

Innovative and results-driven Computer Science undergraduate at Manchester Metropolitan University, with strong interests in cloud computing, data engineering, and AI-driven analytics. Skilled in designing digital platforms, building scalable systems, and applying data visualisation and predictive analytics to solve real-world problems. Demonstrated ability to translate technical concepts into user-focused solutions through academic projects and internships. Passionate about leveraging AI, data pipelines, and cloud technologies to create intelligent, efficient, and accessible digital systems for financial and enterprise applications.

Experience

Lab Demonstrator

10/2025 – Present

Manchester, Greater Manchester

Manchester Metropolitan University

- Guided first- and second-year students through **Computer Architecture and Networks** labs, simplifying complex technical concepts such as routing, data flow, and hardware–software interaction.
- Supported students in debugging and testing **code implementations**, improving understanding of algorithms, system performance, and data communication.
- Collaborated with academic staff to **enhance lab materials and exercises**, integrating practical applications of **cloud systems, networking, and data-driven problem solving**.

Careers Associate

09/2025 – Present

Manchester, Greater Manchester

Manchester Metropolitan University

- Supported the university's Careers & Employability Hub (Jobs4Students) by managing student enquiries, job postings, and database updates through internal digital systems.
- Collaborated with the marketing and digital engagement team to enhance user experience across the career's platform, improving accessibility and response efficiency.
- Delivered high-quality front-line support, demonstrating strong data handling, communication, and problem-solving skills while ensuring confidentiality and excellent service delivery.

Enrolment Helpline Advisor

08/2025 – 10/2025

Manchester, Greater Manchester

Manchester Metropolitan University

- Assisted incoming students with enrolment, technical access, and system navigation, providing step-by-step guidance through the university's online registration platforms.
- Resolved high volumes of queries efficiently using CRM systems and data verification tools, ensuring accuracy and compliance with institutional processes.
- Delivered exceptional customer service and problem-solving support, maintaining professionalism and empathy during peak enrolment periods.

Peer Guide

07/2024 – Present

Manchester, Greater Manchester

Manchester Metropolitan University

- Contacted students regarding absences and non-attendance, providing support and guidance.
- Signposted students to university resources such as academic and wellbeing services.
- Maintained accurate records of student interactions and follow-ups.
- Collaborated with staff to track student progress and promote engagement.
- Developed strong communication and rapport-building skills.

Community Grocer Project Co-Ordinator

08/2024 – 06/2025

Gorton, Manchester

Healthy Me Healthy Me Communities at Gorton Central

- Managed a team of volunteers to organise and run the community grocery project.
- Communicated effectively with diverse individuals, ensuring their needs were met.
- Coordinated logistics, including food sourcing, inventory, and distribution.
- Maintained accurate records of project activities and outcomes.
- Ensured the smooth operation of the project, supporting individuals facing food poverty.

Computing Teaching Intern

06/2024 to 07/2024

Falsworth, Manchester

Co-Op Academy

- Introduced to the education profession and the key areas of the ITT Core Content Framework.
- Immersed in a secondary school context, understanding the dynamics of classroom management.
- Assisted in the development and delivery of IT lessons, tailoring content to student needs.

- Demonstrated empathy, safeguarding and tutoring abilities, effectively supporting secondary school students.
- Collaborated with teaching staff to enhance educational outcomes and student engagement.

Digital Support Officer Intern

05/2024 to 06/2024

Resolve UK

Remote

- Prepared comprehensive reports on IT system evaluations and solutions, ensuring timely delivery.
- Collaborated with the Head of Communications and Business Development to optimize IT strategies.
- Showcased professionalism, effective communication, time management, and adaptability under pressure.
- Provided clear and concise presentations of technical solutions to non-technical stakeholders.
- Developed and maintained IT documentation to support ongoing system improvements.

Digital Literacy Trainer

01/2024 to 03/25

Manchester Metropolitan University

Manchester, Greater Manchester

- Equipped learners with practical skills and knowledge by arranging and coordinating workshops, demonstrations, and conferences.
- Crafted training schedules and tasks to help trainees meet learning objectives.
- Understood subject matter and computer systems through background material and content studies, employing knowledge in explaining topics to learners.
- Administered assessments and tests, evaluated trainee performance, and implemented measures to help students overcome learning challenges.

Notable Projects

- **Odd One Out Game:** Interactive web app with Firebase for real-time data storage.
- **Password Manager:** Full-stack site using JavaScript & SQL for secure credential handling.
- **Amusement Park Queue System:** C# queue logic with circular buffer optimisation.
- **Network Design Project:** VLAN & DHCP router setup ensuring branch connectivity.
- **Extended Project Binary vs Linear Search:** Analysed time/space trade-offs on random lists; demonstrated $O(\log n)$ vs $O(n)$ behaviour.

Key Skills

- **Programming & Tools:** Python, Java, C#, C, C++, SQL, HTML, CSS, JavaScript, TypeScript, Haskell.
- **Data & Cloud:** MySQL, REST APIs, Cloud-based architecture, Data pipelines
- **AI & Analytics:** Predictive modelling, Data visualisation, Reporting dashboards
- **Software Engineering:** Agile methodologies, System design, Testing & deployment
- **Other Competencies:** Team leadership, Stakeholder collaboration, Technical documentation, Analytical problem-solving

Education

Bachelor of Science: Computer Science (Predicted 1st)

2026

Manchester Metropolitan University

Manchester, MAN

- Coursework in Computer Architecture, Programming, Graduate Skills, Algorithms and Data structures, Networks, Operating Systems, Databases, Web Development, Ethical Hacking, AI and Programming Paradigms.
- Overall average is 80% from first and second years.
- Member of Student's Union
- Member of the Student's Advisory Board
- Digital and Peer Guide Leader

Foundation Degree in Science: Computer Science

2023

Durham University

Durham, DUR

- Coursework in Advance Mathematics and Computer Science.
- Mathematics and Academic English Skills Academic Achievement Award
- Foundation Degree Graduate. Overall, 79% marks were achieved.

Higher Secondary Certificate (HSC): Science

2021

Dhaka City College

Dhaka, Bangladesh

- A+ in Mathematics, Physics, Chemistry, Biology and Information Technology.
- GPA 5.00. Overall, 93% Marks Achieved.

References

Available upon request.