

Syed Naeem Shah

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Professional Profile

A highly detail-oriented and approachable young administrator with a completed Master's in Computer Science and years of IT experience.

Having delivered excellent customer service at various industries and recent part-time exposure to the front-end desk office environment, I'm very passionate about software.

Core Skills

Google Workspace (**Docs, Sheets**) & MS Office (**Excel, Powerpoint, Word**, Drive etc), Ultra fast typing skills (100 WPM) & top to bottom Computer Software/Hardware knowledge, **Data entry** and data management skills (e.g. Master's dissertation private data use), Cash handling and invoicing (e.g. designed previous business invoices for Universal), Multi-line telephone system (internal calls and forwarding at Universal Nursing 24/7), **Web programming** including **HTML5** and **CSS3** in conjunction with JavaScript (**React.js** API familiarity), Secure programming practices, **Software security** (High-end and Low-end), **Python Projects** (Front and Backend using **mySQL**), **CompTIA** practice, **AWS, SDLC**, UX design and creative front pages, Adobe **Photoshop** (intermediate level), Adobe **Premiere Pro** projects, **debugging** and efficient **A.I.** usage.

Education

❖ Postgraduate MSc in Computer Science with Cyber Security

Oxford Brookes University | 2022 - 2023

❖ Undergraduate BSc in Computer Science (Hons)

Queen Mary University of London | 2019 - 2022

❖ A-Level Maths (A) | A-Level Chemistry (B) | A-Level Physics (B)

Brampton Manor Academy | 2016 - 2018

❖ 9A & 2B GCSEs

Stratford School | 2011 - 2016

Relevant Experience

Universal Care Nursing [Contract](Jan 2024 - Aug 2024) - Admin support for NHS staffing

- Liaise and communicate with potential clients and give assistance whenever required
- Forward callers to the relevant departments or handle any basic queries
- Supervising, directing and often escorting nurses to hospice areas via telephone and in person at various locations

Key achievements:

- Creating excel spreadsheets to track new clientele that join the business
- Recruited 25+ NHS nurses to join the staffing agency

Master's thesis (May 2023 - Sept 2023) - Post-meeting dashboard analysis in Python

Created a videoconference post-meeting reflection dashboard in Python using VADER (Python sentiment analysis) for teachers and students alike to view engagement and 'sentiment' over time. Developed a simple GUI using Tkinter and Matplotlib for graphical representation for meeting metrics, which was extracted from Microsoft Teams transcript files to develop the technical and visual analytics for each use.

Bachelor's Thesis (September 2021 – April 2022) - Code Contribution (Git analysis)

Created an algorithm in Ruby on Rails to calculate code contributions in a software engineering project setting. Developed a simple graphical user interface in Ruby on Rails to display repository-level analysis and navigate through a codebase for file-specific analysis. Made to integrate with an existing platform used by QMUL for software engineering group projects.

Additional Experience

MyTutor Online Tutor [Part-time](Nov 2022 - Current) - KS3/GCSE/A-Level Maths and Science students

-Tutor 1-1 and 3-1 group sessions of Maths and Science online and privately
-Liaise with parents on progress, updating them and keeping clear healthy communication

Key achievements:

-Tutored over 500 lessons, with an average review rating of 5/5 as a tutor
-Improved many SEN students from lower grades (3,4) to higher tier (6,7)
-Took a grade 2 student to grade 9 in 2022 in GCSE Maths

Itsu Restaurant (Jan 2018 - May 2019) - Full time Team Member

-Front till customer service during crunch time lunch hours in the heart of central london.

Personal Hobbies

- **TryHackMe** challenges and **Leetcode** problems to gauge skill level
- Competitive Maylands Green Table Tennis Club Member and former U16 Newham **Champion**.
- Regular weekend **volunteer** at St.Francis Hospice charity shop
- **Language learning**, basic Japanese and Mandarin conversational level
- **Weekly sport** including Football, Table Tennis, Badminton, Go-Karting & Running