

Abdihafid Abdirahman

Computer science graduate

Skills

Experience

Abdihafid Abdirahman

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Independent and innovative computer science graduate with a diverse and promising skillset. Capable of working in a fast-paced and demanding environment. Able to effectively self-manage during independent projects while also being able to collaborate in a team setting.

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- Programming - Python, HTML, CSS, Javascript
 - Framework - React
 - Database - Sql, NoSql
 - Microsoft office

Sitel Group / Covid Track and Trace handler

2022-2022, Work from home

- Collated and recorded sensitive personal information, probed and asked clarifying questions to ensure high-quality information was entered into the questionnaire.
- Encouraged and confirmed that patients were following the latest covid guidelines, helped appease patients that were unhappy with some of the rules.
- Stayed up to date with the latest covid guidelines while providing this information to team members that requested the information.

Sigma Financial / Customer service advisor

2021-2022, Work from home

- Met and exceeded KPI's and targets set by the client with consistent high quality interactions with customers.
- Solved complicated issues on behalf of customers ranging from billing to service issues
- Took personal responsibility for customer issues and guaranteed that the customer received a satisfactory outcome.

Compass Group / Intern

2015-2015, Birmingham

- Shadowed manager at a FTSE 100 company while completing administrative tasks such as reimbursements, updating and managing databases.
- Carried out research independently from supervision on business contracts and market research.
- Displayed an outstanding work ethic by focusing on the task at hand whilst maintaining professionalism through meeting deadlines and keeping manager informed on progress.

Education

Coventry University / Bsc in computer science

2016-2019

Overall grade - 2:1

Heartlands Academy / A-level and GCSEs

2009-2016

11 GCSE's A-C including Maths, English, Science, Computing.

3 A-levels including Computing, Math and Law.

Awards

Envision 100 hours volunteering.

Deloitte project runners up.

References

Available on request.