

Rayees Saidalavi

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EDUCATION

Oct 2013 – June 2014: BSc Hons Computer Science (Upper 2:1), Kingston University, Kingston

Modules covered include:

- Advanced Databases and the Web – Developed a database-driven e-commerce web application as part of a group, using Laravel PHP framework and Bootstrap CSS framework.
- Individual Project – Developed a database-driven responsive web application that allocates engineers for a job automatically by taking their location (Google Maps Geolocation API), availability status and skills into consideration. This website was developed using Laravel PHP framework and Bootstrap CSS framework.
- Programming III – Developed applications using Spring Framework and .NET MVC Framework.

Oct 2011 – June 2013: FDISc Computing (1st Class), London Metropolitan University, London

Modules covered include:

- Programming – Developed Java applications using BlueJ to imitate real life situations.
- Introduction to the Internet – Developed an average e-commerce website using HTML and CSS.
- Databases – Designed and developed database tables, Views and Queries using MySQL.

Sept 2009 – June 2011: Harrow College, London

A-levels: ICT and Mathematics

Sept 2005 – June 2009: Newman Catholic College, London

Nine GCSEs with grades between A* - C including Mathematics, English Language and Science

WORK EXPERIENCE

Jan 2012 – Present: Customer Service Assistant, Sainsbury's Local, London

- Dealing effectively with customer enquiries in a professional manner
- Working co-operatively as part of a busy night-shift team to re-stock the store by the store opening time
- Making sure customers' shopping is processed, packed and paid for, without unnecessary delays

June 2013 – Sept 2013: IT Help Desk Officer, London Metropolitan University, London

- Provision of General IT advice to users in using the university IT services and assistance in the initial diagnosis of general IT problems and solutions
- Provision of frontline support to users of the ICT facilities, as directed, including personal callers to the helpdesk, phone and e-mail enquiries. Assistance in general IT enquiries
- IT equipment routines checks and perform in-house procedures to ensure maximum operability of all facilities, as directed
- Assistance in installations, as directed, of existing workstation, builds images and upgrades using defined procedures
- Liaise with internal support staff and third parties using the service desk, recording and progressing support issues and request
- Receiving phone calls and acting as the first point of contact for customers to make queries

March 2010 – Sept 2011: Delivery Driver, Ring A Delivery, Watford

- Collecting orders from different restaurants/shop and delivering them to customers by a certain time – meeting deadlines
- Dealing effectively with customer enquiries and complaints
- Won employee of the month awards for meeting deadlines and having great attitude towards work

SKILLS

IT

- Web development:
 - PHP, MySQL, HTML5, CSS3, JavaScript, JQuery, AJAX, ASP.net
- Frameworks:
 - Laravel (MVC framework), Bootstrap
- Server administration:
 - Amazon Web Services, Apache, Linux, Ubuntu
- CMS:
 - WordPress
- Version control:
 - Git
- Programming:
 - Java, C#

Communication

- Good oral and written communication skills gained from delivering presentations and producing written reports whilst at university
- Communication skills utilised effectively while dealing with different types of customers whilst working at Sainsbury's and London Metropolitan University

Team Working

- Strong team working skills developed while carrying out academic group assignments as well as working at Sainsbury's as part of a busy team
- Worked co-operatively and effectively when sorting out the delivery routes between all the drivers whilst working for Ring A Delivery

Organisational Skills:

- Prioritised workload appropriately for academic assignments and whilst working as IT Help Desk Officer and Customer Service Assistant in order to meet deadlines

REFERENCES

Available on request