**Roy Dylan Abouhamad**

https://www.linkedin.com/in/royabouhamad/

roy.d.abouhamad@gmail.com

07964064019

**Personal Profile**

I am a good team worker and an effective communicator. These skills have been developed through my participation in multiple school projects and productions. I have received awards for Computer Science and a special award for perserverance and motivation at my schools annual awards evenings. I have also partcipated in numerous maths challenges which have improved both my problem solving and critical thinking skills.

**Education and Training**

**University of Bath** 2018-Present

Computer Science MComp

**Drayton Manor High School** 2011-2018

**A-Levels**

Maths – A\* Further Maths – A Computer Science – A

**GCSEs**

* 10 GCSEs at A\*-C with 1 A\* in Maths and 6 As including English and French.

**Employment History and Work Experience**

* **Zendesk EMEA,** London, United Kingdom 23rd July – 20th August 2018

Channel Sales Intern

* + Researched staff within BPOs that could be contacted in order to sell Zendesk, and shadowed meetings.
* **IVS Group,** Wembley, United Kingdom September 2017 - Present

Casual

* + Working with a team, selling merchandise to fans to improve their game day experience.
* **Zendesk EMEA,** London, United Kingdom 3rd April – 7th April 2017

Customer Success Intern

* + Developing complex Facebook bots, conducting customer discovery and shadowing meetings.
  + Built a simple application for Zendesk ticket system in order to view all customer information from main response box in JavaScript and HTML.
* **Westside Radio Station,** London, United Kingdom November 2014 – March 2015

Work Experience

* Scheduling tweets to be sent out on radio stations Twitter.
* Shadowing presenter of radio show.

**Projects**

* Running and building my own website/blog which can be found at royabouhamad.github.io.
* Image identifier that identifies 8 different celebrities accurately.

**Skills**

* Coding: Python, Basic HTML, Basic JavaScript, Basic CSS
* Operating Systems: Mac OS X, Windows, Linux
* Music: Guitar and Piano

**References**

**Chris Tomkins Mr T. Lutchmun**

Solutions Consultant, Zendesk Maths Teacher & Tutor, Drayton Manor High School

Email: [ctomkins@zendesk.com](mailto:ctomkins@zendesk.com) Email: [tlu@draytonmanorhighschool.co.uk](mailto:tlu@draytonmanorhighschool.co.uk)