**Saidur Rahman**

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**PERSONAL PROFILE**

I am a highly motivated, persistent, and committed individual who is always striving and working to my highest potential. I am self-disciplined; decisive and consultative, able to work as a team and individually to ensure an objective/task has been achieved to the highest standard within the deadline. I am a confident person with a strong work ethic and can remain calm under pressure. I have attained knowledge of Python and Linux. I can make a positive first impression and project a professional image of myself and my employer as well as sustain a positive image on a long-term basis.

**EDUCATION**

* Sept 2012-July 2017: GCSE – ARK Globe Academy, London

*11 A\*-B (Maths, Computer Science, English Language, Media Studies, Spanish)*

* September 2018- July 2020 – City of Westminster College

*DDM - BTEC LEVEL 3 Extended Diploma in ICT*

* September 2020 – May 2021 – Kingston University London

BSc Cyber Security and Computer Forensics

**ACHIEVEMENT, INTERESTS & SKILLS**

* Engaging in social activities; Social DJ, event organiser and photography
* Fundraising and Voluntary work (raised funds and fed less fortunate in Egypt)
* Thorough understanding of Bengali, Hindi, Arabic, Urdu and Spanish
* Usage of Microsoft Tools/Applications such as Word, PowerPoint, Visio and Excel
* Usage and understanding of CRM
* Understanding of cloud computing (Microsoft Azure, Amazon Web Services)
* Basic usage of Python
* Understanding of network protocols (TCP, SMTP, FTP, HTTP, HTTPS...)
* Used/Configured VPNs and understand Firewall

**EMPLOYMENT HISTORY**

**Tekkroom Ltd. (April 2017 – Oct 2018)**

* Assisting non-English speakers with using computer systems, selling goods within the store and providing support services such as software and hardware repair for computers and mobile devices.

**Currys PC World (Oct 2018 – Nov 2020)**

* Assisting customers with sales within various departments of the company, specialising within computing, networking and repairs. Managed stock, customer complaints, business queries ensuring customer satisfaction. Achieved Top Knowhow sales within first month of employment.

**Sitel – Helpline Advisor (NHS Test & Trace Programme) (May 2020 – Oct 2020)**

* Member of the NHS COVID-19 Test & Trace programme. Collect data regarding patients of COVID-19 and people who have been in contact with COVID-19. Answering queries and arranging testing.

**Verisure UK – Security Consultant (Jan 2021 – April 2021)**

* Generate sales as a security consultant and ensure high levels of customer service. Creating long-term relationships with customers and generating referrals from existing customers

**Community Fibre – Telesales Advisor / Technical Support. (Aug 2021 – Oct 2021)**

* Generating new sales and retaining customers while ensuring customer satisfaction, Utilising tools such as Zendesk, CRM and remote-link software to solve queries and technical faults and to modify Wi-Fi networks to meet client needs.

**Acorn Insurance – Customer Advisor (Oct-2021-February 2022)**

* Answering telephone calls and emails to assist customers in making changes to their policies. Advising them regarding their policies and calculating finance agreements. Validating policies and solving complaints while ensuring a high level of customer satisfaction.

**HiyaCar – Member Support (February 2022-Present)**

* Assisting members of the car-sharing platform, both owners and drivers, with their enquiries in terms of their bookings and providing technical support with their devices, cars and QuickStart systems. Carrying out security checks to prevent fraud, running compatibility and web reliability tests.

**REFERENCES**

References available upon request