Usaamah Shakeel

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**Summary**

I am a young friendly individual who is self-motivated passionate and hardworking. I am highly skilled in Hardware and software maintenance, installation, and upgrade. Highly skilled in troubleshooting and solving technical issues. I have a strong background in providing first-line support. I am an accomplished developer of user materials across multiple formats. I am a knowledgeable and professional individual, and I can communicate and administer my skills. I am a reliable and collaborative team member, and I am looking for opportunities to develop my IT skills further. I am a target-driven student, with a record of academic success. I am passionate about community service highlighted by volunteer experience in IT support. I am looking for a role that provides an opportunity to increase my knowledge and skills in this field.

**Work/University experience**

Community Volunteer 06/2019 - 09/2019

Blantyre Community Centre **– Blantyre, Victoria Ave**

I have been part of many fund-raising events for my local community. This has allowed me to develop my social skills as well as my communication skills, as I was integrating with people of different ages and language. Ensuring the events run smoothly and meet the needs of individuals from different backgrounds and faiths. For instance, there was a bake sale to help raise funds for our local mosque for the reparations of the damage caused by cyclone Idai which hit my local city of Blantyre very badly and caused damage to most of the buildings in the city center.

Accountant Assistant 06/2021 - 08/2021

Nu Cement **– Blantyre, Namiwawa**

My job in this role was to create a functional spreadsheet which can use the stocks, expenses, sales and total income to calculate the tax and the profit generated in the running month. This spreadsheet is still being used at the end of each month to calculate the total tax. I also know how to conduct data analysis using this spreadsheet in this instance to compare the running month vs last month’s sales which can help to improve the business for example if the business is generating a profit or not. In this case if the business is not generating a profit, then either more products need to added or prices need to be revised.

Salesman 12/2021 - 03/2022

Wrap & Roll **– Leicester, Leicestershire**

I have worked for my cousins catering shop ‘Wrap and Roll' as a technical supporter trying to make life easy for the cashier, I made a Global Point of Sale system on a tablet so that orders could be remembered easily and the total is quickly calculated as well as the change. I also worked in the cashier unit where I got to test the Global Point of Sale system that I made. I also worked in making the food in this case warming up savories and meals such as burgers and serving them to the customers.

University project **– Dubai, Dubai Knowledge Park**

In my university project, I designed and developed a personal portfolio website over two months in my first year in Middlesex University Dubai, serving as the lead developer in my group. The goal was to create an online platform for individuals showcase their projects and skills, which then allows the individual to enhance their visibility to potential employers. I utilized HTML, CSS and JavaScript to build a clean, sleek and modern layout and implemented responsive design principles to ensure compatibility across devices furthermore enhancing the accessibility of the website for people with disabilities such as color blindness. Additionally, I focused on content management and basic SEO optimization to improve search engine visibility. You can view the completed webpage at [ushaks2003.github.io](https://ushaks2003.github.io/ushaks.github.io). Successfully launching the website ahead of schedule garnered positive feedback from peers and my professor, while also strengthening my technical skills and providing a valuable tool for my professional portfolio.

**Skills**

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| * Leadership * Teamwork * Organisation * Communication * Speaking * Customer support needs assessment * Apple mac and Windows maintenance * Hardware diagnosis * ICT system upgrading * Application installations * Hardware maintenance * Hardware upgrades * Data recovery | * Debugging * Network and hardware troubleshooting * Software installation * Volunteer management * Windows 10/11 administration * Volunteer scheduling * Data backup management * Volunteer recruitment * Configuring hardware * Volunteer engagement * Software diagnosis * IT expertise in software and hardware * Technical issues analysis troubleshooting |

* Leadership
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* IT expertise in software and hardware
* Technical issues analysis troubleshooting

**Education**

**Information Technology**: Web design, Excel in depth 01/2021 – 03/2021

Coursera **- Online from home**

HTML - Passed

CSS - Passed

Java - Passed

Excel in depth - Passed

IGCSEs: IGCSEs 09/2017 – 06/2020

St Andrews international high school **- Blantyre, Malawi**

* English Language A - Grade 4
* Mathematics - Grade 5
* Design Technology - Grade 4
* History - Grade 3

Diploma of Higher Education : Information Technology level 3 09/2021 – 06/2023

Gateway Sixth Form College - **Leicester, LCE**

IT level 3 Year 1 - Grade D\*D

IT level 3 Year 2 - Grade D\*D\*D

**Languages**

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| English :    Native |  | Chichewa :    Advanced |
| Memon :    Advanced |  | Urdu :    Upper intermediate |
| Hindi :    Upper intermediate |  | Gujarati :    Upper intermediate |

**References**

**Nu Cement Hardware**

Blantyre, Malawi

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