

# Ahmed Shahnawaz

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## Professional profile:

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An excellent communicator with practical experience in a customer service role within a busy environment. Proven to work well as part of a team to ensure that the end goal is achieved. Currently, studying a coding boot camp at the University of Birmingham and Business Computing and IT at Aston University. I am looking to expand my expertise as well as my skills.

## Core skills:

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- Critical thinking.
- Computer Proficiency.
- Self-management.
- Teamwork.
- Adaptability.
- Communication skills.
- Willingness to learn.
- Organisation skills.
- Leadership.
- Positive and outgoing attitude.

## Education:

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**Aston University, Birmingham, UK**

**September 2019 – May 2023**

### **BSC (Hons) Business Computing and Information Technology (with placement year):**

I have gained an understanding of the tools and techniques used in businesses in terms of analytics and planning thus enabling me to spot trends and patterns through data visualisation. I have also created database applications and spreadsheets whilst keeping the economic environment of businesses in mind. I am predicted to achieve a first and have achieved firsts in modules such as database applications, personal and professional development and business analysis tools.

**Solihull College and University Centre, Solihull, UK**

**September 2018 – June 2019**

**BTEC: Business 90 Credit Diploma Business (D\*D\*)**

**Cadbury Sixth Form College, Birmingham, UK**

**September 2016 – June 2018**

**A Level: ICT (C), Statistics (D).**

**Wheeler Lane Technology College, Birmingham, UK**

**September 2011 - June 2016**

**GCSE: 10 GCSEs (Grade A-C) including English and Maths.**

## Career summary:

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## Kobe Sizzlers

June 2020 – March 2022

### Waiter

- Highly organised and personable server with experience providing exceptional customer service in a fine dining establishment.
- Ability to memorise orders, take out food, clean tables and handle transactions within a short time.
- Connected and anticipated guest needs resulting in building interpersonal relationships.
- Completed duties for opening and closing shifts, ensuring that the restaurant was cleaned and prepared for the shift coming.
- Ran food to tables promptly, ensuring that guests receive their food with all their specific amendments.
- Helped guide guests through their dining experience by providing first-hand accounts of food and beverage recommendations that would enhance their overall experience.

## Blakesley Hall Primary School, Birmingham, UK

Jan 2019 – Feb 2019

### Teaching Assistant (Work Placement)

- Participated in meetings within a year group of teachers.
- Greeted incoming parents with a welcoming demeanour alongside being prepared to answer any queries they might have.
- Acted as support by preparing the room for the lesson beforehand via placing on the desk's equipment such as worksheets, books, and stationery.
- Learned to manage time effectively to fulfil the commitments to both my work and studies.

## Global Rahman Charity, Birmingham, UK

June 2017 – August 2017

### Volunteer

- Answered inbound donor calls and resolved a range of donor enquiries.
- Updated donor details within the database to ensure data was correct, reliable, and up to date.
- Utilised direct marketing through interacting with donors face to face via funfairs, collecting and selling donors' goods.

## Additional:

### Hobbies & Interests:

Coding – Currently completing a 6-month coding Bootcamp at the University of Birmingham, Travel, Fundraising, Fitness.

### Programming Languages:

HTML, CSS, JavaScript, SQL, Node JS, Express JS.

### Software:

Microsoft Office, Excel, Word, PowerPoint, Outlook, Slack, Microsoft Teams, Visual Studio Code.

### Languages:

English, Urdu.