

# Shamim Ali

City of London

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## Personal Profile

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Aspiring full-stack developer with a solid foundation in banking and a passion for technology. Leveraging my experience in client-facing roles to develop strong interpersonal skills and a deep understanding of customer needs. Recently completed a rigorous software development bootcamp, acquiring a comprehensive skillset in web technologies. Demonstrated proficiency in CSS Grid, Flexbox, Python, JavaScript, and MySQL, along with database management using MySQL Workbench. Seeking a junior developer position to apply my knowledge and contribute to innovative projects within a dynamic company. Eager to continue learning and growing as a professional.

## Key Skills

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**Technical Skills:** JavaScript, Python, ReactJS, NodeJS, Front End Development, Backend Development, MySQL, VS Code, Atom, MongoDB, GIT, GITHUB, API's, Data Structures and Algorithms, Chrome Dev Tools, Redux Toolkit, Agile Methodology

**Soft Skills:** Effective Communication, Problem-Solving, Adaptability, Teamwork, Continuous Learning, Attention to Detail, Time Management

## Education and IT Training

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**07/24-10/24**      **Just IT Training Ltd, London**  
**Digital Skills Bootcamp: Software Development.**  
A twelve-week intensive bootcamp covering the fundamentals of Software Development.

### Core Modules:

- Development of HTML
- Introduction to HTML/JavaScript/CSS
- Developed a web-based product
- Database design
- Built a product using Python

**02/22-02/22**      **Udemy - online**  
**Core Modules:** JavaScript, Node, express and Json

**03/21-01/22**      **CodeCademy - online**  
**Core Modules:** JavaScript, HTML and CSS- Completed short courses and exercises

**09/18-10/18**      **Knowledge Train**  
**Prince 2: Project Management**  
**Core Modules:** A one month-weekend course where I achieved certification covering the fundamentals of project management methodologies.

**09/11-06/14**                      **University of East London**  
**BA Hons - Business Economics**

**Core Modules:** Options Derivatives and Risk, Economics of business Strategy, Accounting and its Regulatory Framework, and Principles of Intermediation.

**09/10-06/11**                      **University of East London**  
**Access Course - Personal Career Development**

**Core Modules:** (A-level equivalent) - Access course  
Personal career development

**09/2000-06/2005**                **Bow School**

**Core Modules:** GCSE – 7 A\*- C including Maths, English and Science

### **Employment History**

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**02/2018 – 03/2024**                      **Barclays UK, London**  
**Customer Care/Analyst**

- Effectively segmented my day into specific time blocks for client meetings, administrative tasks, and research, creating more space in my diary which increased customer satisfaction by 30%.
- Maintained consistent communication with clients, gathering requirements for efficient delivery.
- Analysed defects in the app and implemented changes to increase efficiency of customer journey.
- Responsible for building strong customer relationships based on trust and reliability and actively listening to the client's concerns and financial goals.
- Collaborating closely with the mortgage advisors and achieved an increase in mortgage sales by 15%.
- Virtually coached customers with digital banking through the pandemic.
- Diagnosed mobile banking error codes through my own learning on software development

**07/2014 – 01/2018**                      **Vodafone UK, London**  
**Sales/Tech advisor**

- Quickly assessing customer needs upon their arrival, prioritising those requiring immediate assistance.
- Guided customers through troubleshooting steps, explaining each action clearly and patiently.
- Providing customers with a detailed comparison table outlining the key features, costs, and benefits of the shortlisted options verbally and through email.
- Actively collaborating with the team by sharing knowledge and providing extra support during new product launches.
- Adapted my focus and body language to the needs of different customers with different goals.
- Diagnosing issues with products and services for customers through experience.

**07/2005 – 09/2010**

**Wilkinsons, London**

**Cashier**

- Accurately processed customer transactions, including handling cash, credit cards, and returns.
- Provided excellent customer service by addressing inquiries, resolving issues, and building rapport.
- Maintained a clean and organised checkout area and prioritised busier times over lunch to help support colleagues.
- Adhered to cash handling procedures and balanced registers daily.
- Operated point-of-sale systems efficiently.
- Effectively and successfully contributed to a positive team environment.

### **Interests and Achievements**

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**Computing:** Programming with JavaScript and creating web apps in my spare time has enabled me to understand technical faults and has enabled me to proficiently help family and friends with IT challenges. I have created various web apps such as calculators, games and websites which can all be found on my Github account.

**Hobbies:** I participate in football over the weekends, love music and go to the gym regularly

**References available upon request**