MUHAMMAD EMDADUR RAHMAN

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PROFESSIONAL SUMMARY

Tech-driven problem solver with hands-on experience in **Python, JavaScript, Java, cybersecurity, and data analytics**. Proficient in **automation, software development, and data-driven decision-making**, with a proven track record of **inventory optimization (boosting sales by 20%)** and **report automation (saving 4+ hours per month)**. Passionate about **software development, cybersecurity, and data analysis**, with expertise in **agile workflows, troubleshooting, and workflow automation**.

TECHNICAL SKILLS

- **Programming:** Python (Flask, scripting), Java (OOP, game development), JavaScript (web development)
- **Data & Analytics:** SQL (database design, query optimization), Excel (macros, pivot tables), Power BI
- **Cybersecurity:** Network security, ethical hacking fundamentals, threat detection (Cisco-certified)
- **Web/App Development:** HTML/CSS, Flask, API integrations (social media, Trello)
- **Agile & DevOps:** CI/CD exposure, Git version control, software testing
- **Soft Skills:** Problem-solving, teamwork, technical mentoring

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PROFESSIONAL EXPERIENCE

JD Sports, London

Retail & Print Specialist | 10/2024 – Present

- Assisted in **shirt printing**, contributing to the store achieving the **highest UK printing metric**.
- Consistently **exceeded sales and performance targets**.
- Provided **excellent customer service** and helped troubleshoot **basic technical issues**.

360Zoom.UK, Canary Wharf

Co-Founder & Tech Operator | 09/2023 – 02/2025

- Managed **daily operations** and optimized **workflow efficiency**.
- Analyzed **data trends** to improve **marketing strategies and customer engagement**.
- Delivered **seamless customer experiences** through effective **operations management**.

The Dessert Club, Bethnal Green

Store Assistant Manager | 03/2023 – 03/2024

- Implemented an **inventory tracking system**, improving **stock control and accuracy**.
- Led a **small team** to enhance **daily operations and customer service**.
- Helped **increase sales by 20%** through **data-driven menu optimization**.

ITX UK Ltd, Oxford Street

Sales Assistant (Temporary) | 07/2024 – Present

- Delivered **outstanding customer service**, assisting with **product inquiries and purchases**.
- Efficiently **processed transactions**, improving the overall **shopping experience**.
- Provided **technical support** for **digital products**, enhancing **customer satisfaction**.

EDUCATION

London College of Computing

Level 3 Extended Diploma in Computing (2022–2024)

CERTIFICATIONS

- **Cisco Networking Academy:** Cybersecurity Essentials (2023)
- **Deloitte Virtual Experience:** Data Analytics & BI Dashboards (2024)
- **Google Digital Garage:** Fundamentals of Digital Marketing (2024)
- **Forage Virtual Work Experiences:**
  - **Electronic Arts:** Software Engineering (code optimization, feature proposals)
  - **Mastercard:** Cybersecurity (phishing detection, security training)
  - **British Airways:** Data Science (sentiment analysis on customer reviews)

TECHNICAL PROJECTS

Java 2D Platformer Game

- Developed a **physics-based movement system, enemy AI, and scoring mechanics** using Java.

- Applied **object-oriented programming (OOP) principles** for **modular and scalable code**.

Social Media Automation Tool (Python, APIs)

- Built a script to **automate post scheduling and track engagement analytics** via API integration.
- Reduced **manual effort by 80%**, improving **content management efficiency**.

E-Commerce SQL Database

- Designed and implemented a **secure user authentication system** with **encrypted passwords**.
- Optimized **database queries** for faster **product and customer data retrieval**.

Networking Lab (Cisco Packet Tracer)

- Configured **LAN/WAN topologies** with **routers, switches, and DHCP/DNS setups**.
- Troubleshot **connectivity issues**, improving **simulated network efficiency by 30%**.

Cybersecurity: Penetration Testing Lab

- Identified **5+ vulnerabilities** (e.g., **SQL injection, XSS**) in a controlled test environment.
- Implemented **firewall rules and encryption protocols** to mitigate security risks.

EXTRACURRICULAR ACTIVITIES

- **Social Media Manager:** Managed **digital content strategy, engagement, and marketing campaigns**.
- **Online Course Mentor:** Assisted peers in **Python, Java, and cybersecurity coursework**.
- **Fundraising Tech Lead:** Used **social media automation** to promote **charity campaigns for Gaza**.