
MUHAMMAD ZAYD PATEL

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PROFESSIONAL SUMMARY

Highly motivated and adaptable professional with a proven track record of exceeding expectations in diverse roles. Experienced in delivery driving, online community moderation and customer service, consistently prioritising customer satisfaction through friendly, efficient and results-oriented approaches. Aspirations include continued excellence in service delivery and embracing new challenges for personal and professional growth.

KEY SKILLS

- Adaptability:** Proven ability to thrive in diverse roles, demonstrated by successful transitions between delivery driving, online community moderation and customer service. This showcases quick learning and flexibility.
 - Attention to Detail:** Meticulous attention to detail ensured order accuracy and address verification during delivery driving, leading to high customer satisfaction and operational efficiency.
 - Communication:** Skilled in clear and professional communication, both written and verbal. Proven track record of effectively interacting with diverse clientele in customer service roles to resolve inquiries and issues promptly and satisfactorily.
 - Problem-Solving:** Developed through collaborative projects like designing and constructing a bascule bridge during STEM Week. Overcame obstacles (design flaws, time constraints) to deliver innovative solutions, showcasing adaptability and teamwork.
 - Teamwork:** Demonstrated strong collaboration skills and contributed to team success in various contexts, including group projects during STEM Week and cooperative roles in delivery driving and customer service.
 - Time Management:** Consistently managed tasks and met deadlines across different roles, ensuring smooth operations and timely completion of responsibilities.
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EDUCATION

De Montfort University, Leicester

BSc (Hons) Cyber Security | First Year Modules: Foundation of Cyber Security & Engineering (77%), Secure Coding (77%), Endpoint Security (TBD) and Business Infrastructure & Security (TBD). **Oct 2023 - Current**

Wyggeston & Queen Elizabeth I College, Leicester

3 A-Levels in Biology (D), Psychology (D) and Sociology (B). **Sept 2021 - Jun 2023**

Madani Boys School, Leicester

9 GCSEs graded 5-9, including Computer Science (6), Mathematics (5) and Physics (6). **May 2020 - Jul 2021**

WORK HISTORY

Delivery Driver - Uber Eats | Leicester

Jun 2023 - Current

- Optimised delivery routes using outstanding time management skills to ensure prompt arrival of orders.
- Demonstrated excellent multitasking abilities by managing deliveries, customer interactions and order statuses.
- Minimised customer complaints through proactive communication, promptly advising of any issues with orders.
- Upheld high service standards by maintaining a clean, organised and professional-looking delivery vehicle.
- Adapted effectively to changing circumstances by demonstrating flexibility and problem-solving skills in response to schedule modifications or customer requests.
- Continuously improved service quality by actively seeking customer feedback and collaborating with restaurant staff to ensure accurate order preparation and efficient pickup processes.

Customer Service Representative - Big Pockets LTD | Leicester

Feb 2022 - Sept 2023

- Resolved customer complaints effectively by utilising strong interpersonal skills and conflict resolution techniques, leading to positive outcomes and improved customer retention.
- Leveraged product knowledge and service expertise to assist with inquiries, ensuring high satisfaction.
- Maintained positive client relationships by cultivating strong communication and delivering quotes and shipping information promptly and accurately.

Moderator - Stock Checker LTD | Enfield**Apr 2021 - Current**

- Moderated a thriving online community of over 53,000 members, ensuring a safe and healthy environment for members to interact.
- Gained deep understanding of the community by actively engaging in discussions and fostering a positive atmosphere through skilled conflict resolution.
- Continuously improved moderation practices by incorporating member feedback and staying informed about platform policies and emerging issues.
- Collaborated effectively with other moderators to ensure consistent enforcement of community standards through clear communication and coordinated efforts.

CERTIFICATIONS

Mastercard - Cybersecurity Virtual Experience Program (Forage)**May 2024**

- Helped identify and report security threats such as phishing.
- Analysed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams.

Electronic Arts - Product Management Job Simulation (Forage)**May 2024**

- Analysed business problems and strategically selected appropriate KPIs for effective measurement and assessment.
- Demonstrated proficiency in data-driven decision making by breaking down tasks for creating a compelling video game presentation grounded in data insights.

LANGUAGES

- Arabic (Beginner)
- English (Expert)
- Gujarati (Expert)

TECHNICAL SKILLS

- Cisco Packet Tracer
- Microsoft Visual Studio
- MS Office (Excel, PowerPoint, Word)
- Python 3.1.2 / Pycharm IDE
- SolidWorks
- VMWare Fusion

HOBBIES / INTERESTS

In my spare time I play football with friends and at S&S Fitness and this has helped me enhance my teamworking and collaborative skills as well as my discipline. Additionally, my active involvement in Discord communities complements my engagement in Reddit forums, such as r/cybersecurity and various other communities. These platforms serve as invaluable resources for continuous learning and networking, enabling me to stay updated on the latest trends and discussions in relevant fields. This multifaceted engagement, spanning both physical and digital realms, underscores my commitment to personal and professional growth while enhancing my skills in team dynamics, communication and problem-solving.

REFERENCES AVAILABLE UPON REQUEST.
