

CURRICULUM VITAE

I am an aspiring Full Stack Developer with a First-Class BSc (Hons) in Biochemistry, a comprehensive Full Stack Development traineeship, and commercial experience using Python, SQL and data analysis within a regulated technical environment. Through developing full-stack web applications and working with modern technologies including JavaScript, React, PHP, MySQL, Node.js and Git, I have built a solid foundation in software development and problem-solving.

Alongside my technical skills, I bring strong communication, analytical thinking and customer service experience gained in fast-paced, regulated environments. I am highly motivated, quick to learn and excited to begin my career as a software developer, where I can continue developing my skills while making a positive contribution to a collaborative development team.

PERSONAL DETAILS

NAME: Syal Khan
RESIDES: Bury
TRANSPORT: Public transport
RIGHT TO WORK: British Citizen
SECURITY CLEARANCE: Active DBS clearance

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CODING TRAINEESHIP

IT Career Switch Ltd
Coding Traineeship – Full Stack Developer
1-year program

During the traineeship, I had to demonstrate a very competent level of the following programming languages and technical skills:

- HTML5, CSS3, JavaScript
- PHP, SQL, MySQL, React, jQuery, C#
- Python, Node.js, Bootstrap, Java, JSON
- Command line Git, GitHub
- Remote API access

ADDITIONAL TECHNOLOGIES:

- AJAX, Leaflet.js

DEVELOPMENT EXPERIENCE:

Below are the two briefs of development projects I completed with IT Career Switch which can be found in my bio:
<https://www.syalkhan.co.uk/>

Portfolio Project #1: “Gazetteer”

Develop a map-based application in HTML, CSS, JavaScript (jQuery) and Bootstrap presenting geographical and demographic data from JSON returned by PHP modules that query third-party APIs such as GeoNames and OpenWeather.

Portfolio Project #2: “Company Directory”

Full project cycle: Formal proposal followed by the development of a company personnel database application using Bootstrap, JavaScript (jQuery), PHP and MySQL. Sign off obtained after demonstrating that all of the required functionality was present and working as intended through the preparation of a formal test script.

CAREER HISTORY:

Sep 2024 – Present

POSITION HELD:

Nationwide Building Society

Customer Service Advisor

- A results-oriented Customer Service Advisor in a dynamic, FCA-regulated environment, dedicated to delivering exceptional member-centric support and building lasting customer relationships
- Managed a high-volume portfolio of complex enquiries across current accounts, savings, mortgages, and loans
- Ensured 100% compliance with FCA regulations and internal fraud prevention protocols
- Consistently received positive customer feedback and exceeded quality assurance targets, with customer satisfaction scores averaging 95%

Feb 2024 – Sep 2024

POSITION HELD:

Disclosure and Barring Service

Customer Service Advisor

- A dedicated Customer Service Advisor within a secure, government-led environment, delivering high-quality support and ensuring compliance with stringent Data Protection Act (DPA) guidelines
- Addressed and resolved a high volume of complex customer queries, complaints, and disputes, leading to a measurable improvement in customer satisfaction scores
- Leveraged proficiency in knowledge of policy to provide clear, concise guidance, reducing call handling times while maintaining accuracy and a high first-contact resolution rate
- Effectively de-escalated tense situations, handling sensitive customer complaints with empathy and professionalism, and liaising with internal departments to achieve swift resolutions
- Utilised CRM systems to manage applicant files and process applications with meticulous attention to detail, ensuring 100% adherence to strict DPA and confidentiality policies

Aug 2022 – Oct 2023

POSITION HELD:

QIAGEN Molecular Assay Development

Technical Assistant

- A highly skilled Technical Assistant primarily supporting the development of the QIAStat-Dx syndromic testing platform for detection of Meningitis/Encephalitis
- Managed the lifecycle of verification and validation studies within a regulated cGMP/cGLP environment, ensuring compliance with ISO 13485 and FDA regulations for a novel IVD medical device
- Designed, authored protocols for, and executed multiple complex analytical and verification studies. Managed cross-functional teams of operators to deliver study objectives within strict timelines, documenting outcomes in comprehensive technical reports
- Maintained rigorous adherence to cGMP, cGLP, ISO 13485, and CLSI guidelines. Directly supported successful FDA audits and internal QA processes, ensuring all documentation and lab practices met regulatory standards
- Played a key role in the troubleshooting and root-cause analysis of a diagnostic testing platform and associated test panels, contributing directly to product optimisation and feasibility verification

- Operated within a Category 3 laboratory environment, handling infectious pathogens and clinical samples. Authored and maintained critical quality documents including SOPs, risk assessments, and COSHH forms to uphold exceptional health and safety standards
- Created and validated critical calculation spreadsheets, laboratory worksheets, enhancing accuracy and efficiency in sample processing for clinical research sites. Optimised data processing and analysis utilising Python, R, SQL and Excel

EDUCATION:

2018 – 2022

University of Salford

BSc (Hons) Biochemistry (First Class)

2016 – 2018

Xaverian Sixth Form College

Three A-Levels (D – E)

2011 – 2016

St. Peter's RC High School

12 GCSEs (A* – C)