

Mohamed Majed

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London

I'm a people focused IT professional with a strong background in IT customer service, technical support, and business technology. Experienced working with global organisations including IBM and KPMG, with a proven track record of delivering reliable solutions, building strong client relationships, and driving results in fast-paced environments. Equally comfortable on the technical side and the customer-facing side, with a natural ability to communicate clearly, solve problems quickly, and add value from day one.

Work Experience

Half-Term Lead IT Teacher

TechyCoders- Bishop Stortford

November 2025 - Current

- Delivered engaging and interactive lessons to groups of 8–12-year-old students, teaching core technology concepts including coding, robotics, informatics, and game level design.
- Planned and led hands on learning activities that developed students problem solving, computational thinking, and digital literacy skills in a supportive classroom environment.
- Mentored and supervised students throughout projects, adapting teaching methods to different learning abilities and helping learners successfully complete coding and technology-based challenges.

Freelance AI Practitioner

Outlier AI- London

November 2025 - Current

- Trained and fine tuned advanced language models on the Aether project, achieving measurable improvements in output quality through iterative refinement and prompt optimisation
- Developed programmatic solutions to detect and systematically correct prompt errors at scale, reducing manual review time while ensuring high integrity training datasets
- Applied specialised expertise in model evaluation and error analysis, identifying reasoning patterns and edge cases to inform optimization roadmaps

IT Customer Service and Service Technician

MobiFix- Canary Wharf

December 2022 to April 2024

- Negotiated contracts with vendors, for hardware and software procurement, improving service efficiency and achieving a cost savings by 15% on average.
- Worked on and fixed many technical devices, ranging from phones and tablets to Computer and Network Systems
- Increased day to day sales by 30% by attending to customers who were purchasing a product, helping them understand the product and recommending products based on their needs.

Systems Intern

IBM - Central London

October 2021 to May 2022

- Designed, deployed, and optimised 3 cloud based infrastructures during my short time as a part of IBM's systems engineering team.
- Worked on the development and integration of client focused analytical systems across multiple service environments, with client satisfaction rates at 100% across 4 systems projects.
- Developed core systems for cloud based service, with senior DevOps, increasing cloud service application rates by 25%.

Education

BSc Honours in Business Information Systems (BIS):

Grade Achieved: 2:1

University of Westminster - London

September 2023 to July 2025

Level 4 BSc Minor in Games Development

University of Westminster - London

September 2022 to 2023

A-Level or equivalent in:

BTEC Level 3 ICT National Extended Diploma - A*

BTEC Level 3 ICT National Diploma - A*

BTEC Level 3 ICT National Extended Certificate - A*

Stepney Green Maths Computing and Science College - East London

September 2020 to August 2022

GCSE in 7 subjects including Maths, English and IT

Stepney Green Maths, Computing and Science college - East London

Highlighting:

- OCR level 2 in ICT
- Cambridge National Certificate:
 - Achieved Grade: Distinction

September 2015 to July 2020

Additional Certification

Certificate of Competition for the Grid For Good program, Chartering:

- Good Insight
- Team Building
- Upskilling