**Profile**

I am adaptable, a quick learner, and have an appetite for attention to detail. I am a very enthusiastic individual. I like to take challenges and make sure I perform to the best of my ability. An individual showing a high level of interest in listening and understanding to what other people have to say. Being a fast learner and taking hold of new things without a hesitation, I aim for the best of my ability.

**Education**

**2011-2015**

University of the West of England, Bristol, UK

BSc (Hons) Computing

**2008-2010**

Thomas Deacons Academy, A-levels

Maths, Media and Double Award Information and communication Technologies

**2001-2005**

Deacon’sSchool, GCSE’s

Maths, English, Science, ICT, Religious studies, Health and social care.

**Work Experience**

**General Assistant(SW Car Sales, Peterborough) 2010/11- Summer Vacations**

SW Car Sales is a company that sells cars and repairs car parts. They are based in Peterborough. I have worked at this venue every Summer Holidays for 3 Years.

**Responsibilities:**

* Cataloguing items for the Archive based on Year and Subsidiaries
* Use of excel to archive all catalogued data
* Responsible for Stock Management/Control
* Effectively managed priorities and time to complete all tasks within agreed timescales
* Attending phone calls from clients about different queries

**CanDeo Tech**

 **(Website development company) 2012 Full Time/2013 Part Time**

This company based in India (Calcutta) specialize in seeking customers and developing websites for them. Initially I started to work with them as part of university programme work experience for 2 months, later the company appreciated my work and kept me on for a full time job. My roles within the company were to:

* Seek individual customers or businesses, mainly online who require a website developed.
* Make a report of client requirements either face to face or by Skype/telephone conversations.
* If the customer is not satisfied with end result, to understand their complaints and forward it to the developers of the company.
* Create small databases from time to time using MYSQL.

**Student Ambassador 2013/14**

I have been a Student Ambassador at university for 2 years, engaging myself in various different activities such as communicating with parents, helping to organise events, group leading, making sure everything runs smoothly and working with current A-level students. These 2 years of experience has helped me develop:

• Good communication skills (oral and written)

• Experience in working with young people and/or interest in doing so

• Understanding of objectives of Widening Participation relating to Higher Education

• Evidence of enthusiasm and positive approach to University life

• Experience of/or willingness to make presentations

• Reliability and commitment

• Good time management

**Account Support (Clifford Talbot Partnership) July 2014 – January2015**

An Energy consultancy company ensuring large UK businesses are put on best deals for electricity, gas and water prices.

My role within the company included:

* Working in Excel to balance, check and validate bills
* Dealing with portfolios of properties for different range of clients where each property has multiple supplies
* Data extraction from utility bills which are certified and approved
* Billing queries resolved with supplier via email and telephone
* A very good time management as the timescale was very tight
* Dealing with clients issues and resolving them with Utility supplier

**Service Desk Technician (Operations Department) Sword APAK May 2015- August2015**

Sword Apak develops, implements and supports innovative global software solutions for the wholesale floorplanning and banking sectors.

My Duty within the role included:

* Performing scheduled routine tasks as per company operational routine
* Providing telephone, email support and resolving queries for all of Sword Apak’s software products
* Performing tape and online backups, monitoring and rescheduling as required
* To process high value electronic payment to various system interfaces
* Application user management and maintenance
* Performing application and change management releases
* To liaise with other Apak teams worldwide and resolve internal queries
* Incident management and escalation
* Monitor physical and logical security
* Application testing of new functionality and software developments
* Carrying out Linux server patch upgrades
* Business continuity testing

**Generic Skills & Experience**

**Problem Solving**

I have demonstrated this skill many times, both at home and throughout my education. At university I spent several months identifying and solving problems when trying to develop my final year project on a computer program using java with NetBeans IDE 7.2.

**Computing**

I have designed, developed and tested computer programs during my degree course. I am proficient in the use of Microsoft Outlook, Word, Access, Excel, Powerpoint, and also familiar with Unix and SQL. I also have strong searching skills on the Internet.

**Languages**

My First Language being English, I can speak fluently.

**IT Skills**

|  |  |
| --- | --- |
| **Skill** | **Level** |
| Unix | Intermediate |
| Java | Intermediate  |
| Microsoft Word | Advanced |
| Microsoft Excel | Advanced |
| Microsoft Access | Intermediate |
| Internet | Advanced |
| Object Orientated Design | Basic |
| Unified Modelling Language (UML) | Basic |
| SQL  | Basic to Intermediate |

**Interests and Activities**

* **Hobbies-** Badminton; I have represented school up until A-levels for badminton.
* **Travelling**– I have travelled to Portugal, France, Germany, Netherlands, Spain, Italy, Switzerland, Oman, Bahrain, India, UAE and Turkey
* **Movies** – I enjoy action Hollywood and Indian thriller movies

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