

ALEX DOWSETT

📞 07446 906071 | ✉ alexcdowsett@gmail.com | 🌐 dowsett.dev

📍 Location: Basildon, Essex (SS15)

Hardworking Graduate Seeking Flexible Employment

Reliable and motivated recent graduate with strong teamwork, organizational, and problem-solving skills. Experienced in customer-facing roles and technical problem resolution. Looking for a position in a fast-paced environment to contribute effectively while gaining valuable work experience.

EDUCATION

University of Surrey | 2020 – 2024

- Bachelor of Engineering in Electronic Engineering with Computer Systems
- Achieved: Second Class Honours (Upper Division [2:1])
- Led a group project, demonstrating strong teamwork and leadership by coordinating tasks and ensuring successful delivery of a complex software-hardware system.

Mayflower High School and Sixth Form | 2012 – 2019

- A-Level: Maths (A*), Computer Science (A), Physics (B)
 - GCSEs: Maths (9), English Literature (7), English Language (4), and seven others (A*-C)
 - UKMT Awards: Best in School, Silver Award, Multiple Bronze Awards.
 - Awarded Best Maths Student in school for outstanding academic performance.
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WORK AND VOLUNTEERING EXPERIENCE

Billericay IT Solutions & Web Services | IT Support | 2018

- Provided friendly, efficient support to customers, resolving technical issues with a 90% first-attempt success rate.
- Introduced and independently managed mobile phone repair services, expanding the company's offerings.
- Improved customer satisfaction through personalized service and clear communication.

Freelance Tutoring | Maths and Physics Tutor | 2018

- Helped nine students improve their GCSE and A-Level grades through tailored lesson plans.
- Demonstrated patience, clear communication, and a strong ability to simplify complex concepts.

National Citizen Service (NCS) | Summer Participant | 2017

- Developed teamwork and problem-solving skills by collaborating with a diverse group of peers on community projects.
 - Gained resilience and adaptability through challenging tasks.
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ADDITIONAL SKILLS

- **Customer Service:** Experienced in resolving customer concerns efficiently and professionally.
 - **Teamwork:** Proven ability to work collaboratively in group projects and volunteer roles.
 - **Problem-Solving:** Quick thinker with a logical approach to overcoming challenges.
 - **Technical Proficiency:** Confident with IT systems, Microsoft Office, and basic troubleshooting.
 - **Financial Experience:** Managing a family member's estate as Power of Attorney, focusing on tax planning and investment strategies while maximizing tax efficiency.
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HOBBIES AND INTERESTS

- Keeping fit with squash and exploring new technologies in my free time.
 - Playing the piano and enjoying creative problem-solving through personal projects.
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REFERENCES

Available upon request.