

Ashley Toomey

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 [LinkedIn](#) |  [GitHub](#) |  [Portfolio Website](#)

Motivated and ambitious Computer Science MEng graduate and Python software development enthusiast, currently working as a Helpdesk Agent at Allwyn UK, Watford. Thrives on challenges and is actively seeking opportunities to gain experience, develop new skills, and engage with innovative technologies. A strong collaborator, passionate about driving change, optimizing processes, and embracing new opportunities.

Professional Experience

Helpdesk Agent – Allwyn UK, Watford

Nov 2024 – Present

- Delivered first-line support to players and retailers, maintaining over 78% customer satisfaction while adhering to Gambling Commission standards.
- Managed up to three simultaneous live chats, resolving complex queries efficiently and professionally.
- Maintained 95%+ DPA compliance through strong diligence and adherence to SLA requirements.
- Promoted company initiatives while delivering accurate, high-quality, and confidential customer service.

Coding Teacher & Mentor – Code Ninjas, Watford

Jul 2024 – Nov 2024

- Taught JavaScript and game development to children aged 4–13, fostering engagement and creativity.
- Collaborated with the Centre Manager to expand curriculum web design content by 25%.
- Improved student productivity by 15% through personalized feedback and support.
- Led special projects to enhance digital literacy and development skills.

Warehouse Operative (Temporary) – Bespoke 77, Arlesey

Nov 2024

- Increased warehouse productivity by 30% through efficient packing, picking, and organization.
- Improved inventory accuracy by 15% using electronic scanners and mobile tracking tools.

BAME Student Advocate – University of Hertfordshire, Hatfield

Sep 2021 – Dec 2023

- Boosted BAME student engagement by 20% through events, panels, and university-led initiatives.
- Organized focus groups and contributed insights to the BAME Student Success Working Group.
- Led employability sessions and Q&A panels, contributing to curriculum development and inclusion.

Crew Member – McDonald's, London Colney

May 2019 – Aug 2021

- Delivered high-quality customer service in a fast-paced environment.
- Supported consistent sales performance and improved cleanliness standards by 15%.
- Awarded *Employee of the Month* – January 2021.

Qualifications

- **Course2Career Cyber Security Course (Ongoing)** (Online, 2024 – 2025)
Modules: Microsoft Azure Fundamentals; Microsoft Security, Compliance, and Identity Fundamentals; Introduction to Python; CompTIA Security+
- **MEng: Computer Science, 2:1** (University of Hertfordshire, 2020 - 2024)
Modules: Measures and Models for Software Engineering; Advanced Computer Science Masters Project; Programming; Algorithms and Data Structures

- **BTEC: Information Technology Level 3** (West Herts College, Hemel Hempstead, 2018 – 2020)
Modules: Event-Driven Programming; Object-Oriented Programming; IT support; Cisco CCNA1

Additional: Full UK Driving License Holder

Technical Skills

- **Programming Languages:** Python (primary), JavaScript, HTML/CSS, Java, SQL
 - **Frameworks/Tools:** Django (basics), Matplotlib, NumPy, Pandas, Git/GitHub
 - **Software & Systems:** Oracle ERP Cloud, Microsoft Dynamics 365, WordPress, Zendesk
 - **Cloud & DevOps:** Knowledge of AWS and Microsoft Azure fundamentals
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Projects

- Python Calculator – [GitHub Repository](#)
- Python Football Match Performance Analyzer – [GitHub Repository](#)
- Python Joining Date Filter – [GitHub Repository](#)
- Flask Portfolio Website – [Live Demo](#)