Ben Carpenter

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Personal statement

I am an enthusiastic and reliable student who is currently studying for my second year of BSc Computer Science course at Nottingham Trent University. I have previous experience working as a junior software engineer for a small company and I am looking for a placement to further develop these skills. Through my previous work and projects during my course, I have developed a passion for programming and software engineering. I'm proficient in C++, Python, Java, JavaScript, HTML web design and Oracle SQL databases. I've also used utilities such as Docker, Git Control and Visual Studio. I hope to use my placement to consolidate this passion and apply my technical skills to a professional environment.

Work Experience

Jr Software and Support Engineer, Cognidox – Cambridge *(June 2023 – September 2023)*

Cognidox is a software company who develop and offers a cloud-based Document Management System for medical devices and high-tech product development.

Responsibilities:
- Developed and ran Selenium test scripts and Nagios server scripts, written in Python.
- Developed a visual customer support dashboard using HTML, CSS and JavaScript.
- Researched and documented potential AI tools to aid customer On-Boarding and support.

Achievements:
- The automated scripts highlighted whether specific tasks performed as expected. I was able to help finish the last 100 remaining tests.
- The dashboard handles support ticket data, visualising the correlations between ticket issues and the type of industries submitting them, shown through bar and area charts.
- I was able to provide research and assess how specific AI tools could benefit customer support. My assessment focused on LLMs to support chatbots and tools which can aid in knowledge base creation.

Bar Associate, Wetherspoons The Corn Exchange – Bury St Edmunds *(June 2022 – September 2022)*

My position involved working behind the bar, bringing food/drinks to customers, cleaning and closing at the end of the shift. This role has given me experience working with the public and has developed my team working skills.

Developed Skills:
- Gained good customer service skills when dealing with customer enquiries.
- Improved my time management and organisational skills when dealing with multiple tasks.
- Worked in a team of 20 during summer to serve customers in a busy and high-pressure environment.

Education and Qualifications

Nottingham Trent University – BSc (Hons) in Computer Science *(2022 – 2026)*
Second Year Modules

Software Engineering – C++
Manipulating and developing programs in Ubuntu.

Information & Database Engineering - SQL
Learnt and manipulated SQL databases using Oracle Client.

Software Design & Implementation - C++
Developing and implementing a Weather Data Application.

Systems Software - Java
Developed a cloud storage system in a team of two, utilising docker containerised environments.

Foundations of AI & Machine Learning - Python
Researching and presenting AI topic and working with datasets in Python.

Project Management & Professional Development
Learning how to apply technical skills in a professional manner.

First Year Modules **– 2.1**

Programming – C++
Gained experience with C++ and created a coursework project, created a randomly generated maze program.

System Analysis and Design - SQL
Leader of my group coursework, focused on designing and planning an online recruitment system. Used UML, Access and SQL.

Foundations of Computing & Tech – Python
Manipulated and created programs in Python. Was taught about networking, digital logic and components such as the workings of a CPU and the OS.

Essential Skills – HTML & CSS
Developed a portfolio website with html and CSS. Performed a group presentation on addiction within the gaming industry.

Professional Development for Industry
Wrote an essay based on how AI is applicable in the manufacturing industry.

Computer Technology and Maths - MatLab
Learnt and recreated Cedar Logic circuits based on the workings of the CPU.
Covered required A Level mathematics, both pure and statistics.

Ipswich School *(2015 – 2022)*
A-levels**:**
       Design & Technology (Product Design) – A
       Computer Science – C
       Mathematics – D

GCSEs:

Maths - 8	Biology - 7
English Language - 7	Design Technology - 8
English Literature - 6	History - 7
Physics - 7	Geography - 8
Chemistry - 7	French - 6

Hobbies & Interests

- Currently a member of the climbing society at university. Attend sessions and trips through the terms.
- Actively play electric guitar and attend the band program sessions.

References

Joe Byrne | **Cognidox** – CEO | joe.byrne@cognidox.com

Craig Uttley | **Wetherspoons The Corn Exchange** – Unit Manager | p6382@jdwetherspoon.co.uk