**David Hesketh**

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**Personal Statement**

Intelligent, adaptable fourth year student at Glasgow Caledonian University. Four years’ experience working in my family owned vets as a clerical assistant. In this capacity learned how to effectively communicate over the phone and in person. Additional on phones and payment taking experience in my current role as a collections agent for Arvato Financial Solution. Programming experience in C++, C#, JavaScript and Visual Basic, with additional experience working with CSS and HTML.

**Education**

2014 to present

BSc: Computer Games Development (Software Development), Glasgow Caledonian University (On Track to a 2:1) Graduating 2018.

2008 – 14

Advanced Highers: Computing(C)

Highers: Computing (B), Mathematics (B), English (B), Modern Studies (C), Physics (D)

**Relevant Skills**

Software Development: Lead developer of Bright Void, available on Google Play. Extensive knowledge and experience with the Unity Game Development Engine, from the creation of full 3D first person shooters to 2D platformers to a development project modelled after Minecraft. Minor experience with Unreal Game Development Engine in a game jam context. Experience with the development of apps in visual studio integrated development environment, including use of OpenGL and GLU libraries. Worked with android development studio in JavaScript for the development of a 2D wave based shooter.

IT Skills: Developed a high level of competency working with computers in both academic and personal capacities, taking studies from advanced higher level into university where I excel in technical ability. Have built several computers for personal use of myself and others.

Team-work: University course and current employment has required team based work with a variety of individuals of different skill sets and levels of experience. As a result I am able to take direction effectively and voice opinions in a respectful and coherent manner and when necessary give direction to those who require it with less experience, notably providing assistance to managers on proprietary software in the case they had yet to be trained with its use.

Communication Skills: Developed working in Arvato Financial Solutions over the past fifteen months as a collections agent. In this capacity I have been working in the financial sector to collect outstanding debt and aid in dispute resolution where disputes arise. These skills were enhanced in my role in my family veterinary practice where my responsibilities were primarily taking appointments and payments from customers, this developed and refined phone based and face to face conversational skills.

**Relevant Work Experience**

01/06/2015 – Current: Part Time Collections agent at Arvato Financial Solutions, working to target based collections and ensuring high quality of call through regular call monitoring and quality assurance training. Have been provided training in use of Eon Energy's ICE and Collect systems and the Caseflow Collections recording system.

June 2012 – Current: Five years working as a clerical assistant, this has taught several skills such as to balance a till, how to take payments politely and quickly and how to do basic date based filing in both digital and hard copy.

Summer 2013: I worked in the global business Exterity designing and implementing long-term and short-term tests for their IPTV systems. I learned quickly how their systems operated and carried out all responsibilities in an efficient and timely manner.

**Achievements and Interests**

* Finalist in the Ford Smart Mobility Challenge and winner of one thousand euros, for the design concept "E.C.O Saviour"
* Completed the Engineering Visions Intensive Programme 2017 in Trollhattan Sweden
* 2015 Head of Communications for GCU Gaming Society which aided the winning of the “Best New Society” award for Glasgow Caledonian University
* Lead Developer of Bright Void (available: https://play.google.com/store/apps/details?id=com.BrightVoidTeam.BrightVoid)
* Enjoys building and playing video games.

References available on request.