**Louise Clarke**

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**SUMMARY**

Developed numerous programs in college using Java and SQL and others (see section below for full list of languages). Looking for an entry-level position in a company with a view to progressing within the organisation into a development role over time or utilising the opportunity to enhance my skills and experience. ICT student with advanced skills seeking a software or data analytics job.

**IT SKILLS/ PROGRAMMING LANGUAGES**

* Experience developing in Java, C++ and C#.
* Can write SQL queries using Oracle 11G
* Can write in R, PL/SQL and NoSQL.
* Can design and create database schemas
* Capable of designing developing websites using JavaScript, CSS and HTML5
* Can analyse data using tools like Excel
* Can analyse and design systems using UML
* Competent user of Windows and Linux operating systems in system administration
* Design, build and troubleshoot a network using routers and hubs
* Configure a router using the Cisco IOS command set
* Administer an Oracle 11G database server using Enterprise Manager and related SQL commands

**EDUCATION & QUALIFICATIONS**

**2016 – to-2019 *BSc in Computing with Software Development***

Technological University Dublin – Tallaght Campus

**1st Year Modules studied**: Fundamentals of Interface & Web Design **(C)**; Computer Architecture **(C)**;

Business & Information Systems **(B-)**; Software Development 1 **(B+)**; Discrete Mathematics 1 **(B+)**; Learning to Learn at 3rd Level **(C+)**; Software Development 2 **(B)**; Object-oriented Systems Analysis **(C)**; Statistics **(A)**; Social Media Communications **(B)**; Database Fundamentals **(C)**; Operating System Fundamentals **(D)**.

**2nd Year Modules studied**: Software Development 3 **(C)**; Web & Mobile Design & Development **(C)**; Software Quality Assurance and Testing **(C+)**; Database Design & Programming **(B+)**; Networking 1 **(B+)**; Discrete Mathematics 2 **(C)**; Software Development 4 **(C+)**; Networking 2 **(**A**)**; Management Science **(C**+**)**; 2nd year project **(D)**; Information Security **(C+)**; Object Oriented Systems Analysis & Design **(C)**.

**3rd Year Modules studied**: Advanced Databases **(B-)**; Server-side Web Development **(B-)**; Data Structures & Algorithms **(C+)**; Cloud Service & Distributed Computing **(C)**; Operating Systems **(C+)**; Data Analytics **(D)**; Work Placement **(PS)**.

**2019 – to-date *BSc (Honours)* in Computing with Software Development**

Technological University Dublin – Tallaght Campus

**4th Year Modules**: Applied Machine Learning; Enterprise Applications Development 1; Information Management; Interactive Media Design & Visualisation; Project; Enterprise Applications Development 2; Computational Theory; Algorithms & Computation; Applied Artificial Intelligence and Deep Learning.

**WORK EXPERIENCE**

**February 2019 – August 2019** Intern (E.O.) *Department of Employment Affairs and Social Protection*

**Job Description:** I tested an application manually and with load tests and web tests I created myself. I also created an application to view and show statistics for IIS logs.

**Main Responsibilities:**

* Creating an application and testing it

**September 2018 – December 2018** First-line Technical Support *Imagine Communications Group*

**Job Description:** I provided technical support for customers using a broadband service. I dealt with their queries and troubleshooted to solve network issues for several different broadband services including LTE and Wimax. I used several different systems to complete the troubleshooting. I also interacted with other departments in the company, especially the second-line tech support and the network operators.

**Main Responsibilities:**

* Dealing with customers’ issues and queries
* Communicating with other employees

**April 2018 – September 2018** Customer Service Representative *Xpert Taxis*

**Job Description:** I took calls and booked jobs. As well as dealing with customers at night, I also interacted with drivers at times but worked mainly through iCabbi.

**Main Responsibilities:**

* Dealing with customer bookings and queries in a polite and efficient manner
* Working effectively as part of a team of up to eight people to perform tasks

**October 2016 – November 2017**  Event Management  *Alex Mac Uaid*

**Job Description:** I worked for Alex for a little over a year. I adapted to fill a variety of roles, such as security and stagehand, depending on what was needed at the time.

**Main Responsibilities:**

* Interacting directly with attendees in a customer service role that involved the giving of directions and answering of general queries in a polite and efficient manner
* Working effectively as part of a team with other workers to perform tasks such as decorating to a high aesthetic standard

**INTERESTS & ACHIEVEMENTS**

Volunteering

* I volunteered at various summer events for children run by Dyspraxia Ireland

Professional:

* Student/Affiliate Member of the Irish Computer Society
* Student/Affiliate Member of Women in Technology & Science
* Interested in data analytics, especially in AI and machine learning in general

Posts of responsibility:

* + I was PRO of the Cumann Gaelach (the Irish Society) in TUD Tallaght Campus for a year. This involved fundraising, sponsorship and promoting.
  + I was OCM of the Airsoft Society in TUD Tallaght Campus for a year. This role involved fundraising, sponsorship and helping other committee members with tasks.

Other recreational activities:

* A lifetime fan of Sudoku, as well as any maths and logic-related puzzles.

**REFERENCES**

Available on request