

Giada D'Amore

Computer Science Student

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Hardworking and passionate job seeker with strong organizational skills, ready to help team achieve company goals.

Thanks to a summer internship experience as Web Developer I developed experience in web-based applications. Participated in development and implementation of web-based solutions, using Raspberry Pi devices too.



Skills

◆	PHP	◆◆◆◆◆	Very Good
◆	C#	◆◆◆◆◆	Very Good
◆	C++	◆◆◆◆◆	Very Good
◆	Python	◆◆◆◆◆	Very Good
◆	Java	◆◆◆◆◆	Good
◆	JavaScript	◆◆◆◆◆	Good
◆	Raspberry Pi	◆◆◆◆◆	Very Good
◆	Software Development	◆◆◆◆◆	Good
◆	Programming	◆◆◆◆◆	Good
◆	ARM	◆◆◆◆◆	Good
◆	XML	◆◆◆◆◆	Good



Work History

Mar 2023 - Customer Service Advisor

Current

Sky UK Ltd, Livingston

- Resolved concerns with products or services to help with retention and drive sales.
- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Responded to customer needs through competent customer service and prompt problem-solving.
- Described product highlights and benefits to help guide purchasing decisions.

Aug 2023 - Event Staff Member

Sep 2023

Heriot Watt Student Union, Edinburgh

- Performed post-event tasks such as breaking down areas, removing trash, and cleaning facilities.
- Set up event facilities and equipment, cleaned areas, and organized supplies.
- Provided exceptional customer service to all guests and escalated concerns where needed.
- Welcomed guests to events, checked invitations, and oversaw proper seating.
- Implemented event protocols to maintain safety and security of all attendees.

Sep 2021 - House Staff

Mar 2023

Dalmahoy Hotel and Country Club, Edinburgh

- Answered central telephone system and directed calls accordingly.
- Managed multiple tasks and met time-sensitive deadlines.
- Confirmed appointments, communicated with clients and updated client records.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Resolved customer problems and complaints.
- Corresponded with clients through email, telephone or postal mail.
- Working in busy hotel, dealing with minimum 100 guests per shift. Dealing with VIP groups, travelling groups where we do have to ensure everything go smoothly to avoid complaints.

Jun 2021 - Web Developer Intern

Sep 2021

Avicena tech, Livingston

- Creating website with support of HTML, CSS, PHP and SQL to host on Raspberry pi 4.
- Prepare material and progression slides for weekly meetings, organizing and scheduling work for the week ahead.
- Python knowledge. Using "Matplot lib".

- Developed user interfaces with modern JavaScript frameworks, HTML5 and CSS3.
- Troubleshoot and debugged code ensuring compatibility with devices, browsers and operating systems.
- Worked closely with developers on creating new code.
- Studied user requirements to gain strong understanding of project initiatives and deadlines.
- Maintained client websites with timely updates.

**Dec 2019 -
Sep 2021**

Bar and Restaurant Supervisor

GBL Hospitality, Mid Calder

- Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and reduce waste.
- Identified and addressed customer complaints to promote satisfaction and loyalty.
- Coordinated with kitchen employees and front of house personnel to consistently drive smooth operations.
- Boosted customer satisfaction and service delivery to strengthen customer loyalty.
- Coordinated team members with focus on productivity, efficiency and enhancing customer experience.
- Identified team weak points and implemented corrective actions to resolve concerns.

**Mar 2018 -
Dec 2019**

Demi Chef de Partie

Waldorf Astoria Hotels & Resorts, Edinburgh

- Assisted with development of new menu items, researching and workshopping recipes compatible with existing menu.
- Reduced costs and losses through regular rotation of fresh food items and employment of waste-reduction food prep techniques.
- Supported chef de partie in daily mise-en-place, assigned preparation projects and inventory activities.
- Monitored stock levels of both ingredients and seasonings, notifying head chef of low levels to support prompt ordering.
- Adhered to food safety regulations and culinary best practices in preparation of ingredients and meals.



Education

**Sep 2020 -
Current**

Bachelor's: Computer Science

Heriot Watt - Edinburgh

computer science- game development

**Aug 2019 -
Jul 2020**

National Certificate: Computer Games: Software Development

Edinburgh College - Edinburgh

- National Certificate in Computer Games: Software Development.
- SCQF Level 6.

-National Courses: Higher Mathematics, grade: A
- National Units: Working in the Computer Game Industry, Software Development, Computing: Animation Fundamentals, ESOL in Context, Local Investigations, Personal Development: Self Awareness, Problem Solving

Sep 2018 -
Jun 2019

Npa Cisco IoT in Computer Science

Edinburgh College - Edinburgh

High School Diploma

Liceo Scientifico La Sapienza



Certifications

Cisco Certified Network Associate (CCNA)

Cisco certification after college course

Higher Maths



Languages

Italian - Expert

English - Expert