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# Jefferson Atigah

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## Personal Statement

Blending customer service skills with tech expertise in Google Cloud, Firebase, NoSQL, and React, I tackle challenges head-on. Originating from West Africa, I bring a diverse perspective to my work. While machine learning piques my interest, my true strengths lie in Firebase applications, Java development, and particularly, the React framework, which I find especially compelling. My journey through DevOps, web development, and exploring machine learning principles has been about crafting impactful solutions. Serving as a class representative in university honed my leadership and collaborative skills. My background not only fuels my curiosity but drives me to constantly explore new tech landscapes.

## Education

2023 – 2024 **University of Strathclyde**  
**MSc Advanced Software Engineering (Current)**

2019 -2023 **Glasgow Caledonian University**  
**BSc Computing**

- DevOps: Continuous Integration, Delivery, Deployment and Testing. Tools
- AWS remote; Git, GitHub, and Git Bash; Docker and Docker Hub; Kubernetes.
- Ansible written in YAML; Java and JavaScript.
- Web Development Basics + NodeJS, Express, React,
- Firebase NoSQL, GitHub, Firebase Hosting
- Machine Learning Learn and use various machine learning algorithms in Python. (Artificial Intelligence)
- MERN stack web-dev project.

2018 - 2019 **City of Glasgow College**  
**HNC Computer Science**

Systems Development Introduction. Computer System Fundamentals. Computer Networking: Fundamentals. Troubleshooting Computing Problems. Web Development: Dynamically Generated Content. Big Data. NetBeans with Java. Object-oriented programming techniques

- Computer Networking: Fundamentals/ Computer Systems: Fundamentals
- Database Design / Developing Software
- Professionalism and Ethics in Computing
- Project Management for IT
- Software Development: Developing Small Scale Standalone Applications
- Team Working in Computing
- Troubleshooting Computer Problems

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## Honors and awards

September 2023	<b>BSC Computer Science</b> 2:2
September 2019	<b>HNC Computer Science</b> Grade A
August 2018	<b>National 5</b> Grade A

## Work experience

### SPS (Specialist Property Services)

2022 – 2024

#### Call handler.

Role

- Managed urgent tenant reports (repairs, gas, electricity) and dispatched tradespeople efficiently.
- Served as a key liaison between tenants, tradesmen, and housing associations, ensuring clear updates.
- Quickly assigned and followed up on jobs via calls and emails, ensuring tradesmen received and understood task details.
- Updated the team on client and association feedback, maintaining smooth operational flow and responsive service.

**McDonald's**  
2019 – 2021

#### Kitchen Staff

Role

- Effective Teamwork and communication in a loud, busy environment.
- Food preparation
- Cleanliness and order
- Food preparation for busy periods.

**British Heart Foundation**  
2018 – 2019

#### Customer Service

Role

- Received and organized clothing donations, ensuring items were properly sorted and prepared for sale.
  - Managed the till, handling cash transactions and processing sales efficiently.
  - Provided friendly and helpful service to customers, assisting with inquiries, and ensuring a positive shopping experience.
  - Contributed to store sales goals through effective till management and promoting available items to customers.
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**Additional Information**

Fluent In English  
First Language: Twi (Ghana)

**Interest**

Cycling around Scotland, PC part picking and building, Gym.

**References**

[teamch@spsdoorguard.com](mailto:teamch@spsdoorguard.com). Managers at British Heart Foundation (01413397273 McDonald's Partick. For more information, please contact me.