

Jeremi Mpuati

Northampton

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Eligible to work in the UK: Yes, Multilingual (French native)

- Github: [Jermputi \(Jeremi Mpuati\) \(github.com\)](#)
- LinkedIn: [Jeremi Mpuati | LinkedIn](#)
- Portfolio (will create and add to CV)

I am a sincere, self-motivated, and open-minded individual who's also adaptable and flexible to changes. Due to my desire for continuous personal and professional development, I occasionally attend outside training sessions or courses online. I'm currently hoping to enter the information technology industry to increase my experience or knowledge.

Technical Skills:

Jira, SAP, BT Wholesales, User Research and User Interaction design, Prototyping, Javascript, CSS, HTML, jQuery, and Bootstrap

Transferable Skills

Adaptable, effective communication, innovative, and collaborative.

Skills

- Strong in communication, problem-solving, collaboration and teamwork
- Patience and empathy
- Attention to detail
- Understanding and knowledge of the UI
- I am visually competent and have a strong understanding of industry-standard design software for collaborative design creation, iteration, and prototyping, like Figma, Sketch, and Adobe XD.
- Proficient understanding of HTML, CSS and JavaScript
- Skilled in industry-specific language and terminology

Skills practised so far:

Applying user research method, usability testing, wireframing, prototyping, and iterative design. Developing a deep knowledge of the UX design process and implementing iterations of design that incorporate user feedback into account.

Projects:

- Sharey
- BHS - The British Hedgehog's Society
- Mental Health Diary

Work Experience	Education
<p>Warehouse Operative: Cygnia Logistics and The White Company. - June 2023 to Present</p> <p>Inventory Management: Efficiently manage stock levels, reducing out-of-stock cases by 43% and ensuring timely restocking of in-demand items.</p> <p>Tools: Confident in using handheld scanners for barcode interactions and location tracking</p> <p>Outbound Customer Service Advisor - Temporary contract) WFH - Ventrica (NHS Covid Volunteers) -March 2023 to May 2023</p> <p>Customer Engagement: made outbound calls to</p>	<p>Fdsc (foundation degree) in Microbiology. University of Chester - September 2017 to May 2019</p> <p>Tools: Laboratory equipment: including petri dishes, agar plates, incubators, autoclaves, and pipettes for conducting experiments and cultivating microorganisms.</p> <p>Molecular biology tools: such as PCR machines and DNA sequencing tools, are useful for studying the genetic makeup of microorganisms.</p>

<p>existing volunteers, emphasising information and verification.</p> <p>Tools used: Albert, BT wholesale, WR3</p> <p>Customer Technical Support - Analyst</p> <p>Plusnet - WFH - January 2022 to March 2023</p> <p>Technical expertise: Support setup and maintenance for hardware, operating systems, and software; End-User</p> <p>Collaboration with Server Engineers: Help server engineers with routine tasks like monitoring updates and backups.</p> <p>Tools used: Albert, BT wholesale, WR3</p> <p>Customer Helpline - NHS Track and Trace Campaign - WFH - January 2021 to January 2022</p> <p>Phone Interviews: Conduct telephone interviews with individuals that have tested positive for COVID-19 and anyone they have come in contact with, following the standard call scripts and procedures. Health Guidance: By providing advice to potential patients and their contacts to follow protocols.</p> <p>Tools: Covid Track and Trace</p> <p>Warehouse Operative - Sainsbury's Warehouse Depot - Northampton - June 2020 to January 2021</p> <p>Safety Adherence: Adhere to and invest in the company's health and safety standards, paying close attention to detail.</p> <p>Tools: Confident with voice commands and handheld scanners (RF scanners).</p> <p>Customer Claims Advisor - DAVIES GROUP - Preston October 2019 to March 2020</p> <p>Claims Liaison: Communicate with policyholders, gather information for claims, and explain the details of the policy. Communication and Verification: Discuss claims with suppliers and engineers as necessary to verify details before proceeding with the claim. Tools: skilled in using SAP for claims processing.</p>	<p>Microbiology software: including databases, simulation tools, and modelling software for studying microbial ecosystems, microbial interactions, and microbial physiology.</p> <p>Online databases: such as PubMed, NCBI, and other scientific literature databases for accessing research articles and journals in microbiology.</p> <p>Statistical software: like SPSS, is used to analyse experimental data and conduct statistical tests on microbial populations.</p> <p>Microbiology textbooks and reference materials: To deepen your understanding of microbiological concepts, principles, and techniques.</p> <p>BSc (Hons) in Forensic and Investigative Science. Eg: data analysis, Matlab, statistics University of Cumbria - Ambleside September 2014 to June 2016</p> <p>Tools:</p> <p>Forensic laboratory equipment - Including microscopes, fingerprint analysis tools, DNA extraction kits, forensic light sources, and chemical analysis instruments like gas chromatography-mass spectrometry and liquid chromatography-mass spectrometry.</p> <p>Crime scene investigation (CSI) kits</p> <p>Digital forensic software - These may include evidence collection tools such as evidence bags, swabs, fingerprint powders, casting materials for shoe prints or tire tracks, and documentation tools like cameras and measuring devices.</p> <p>Forensic databases -(Forensic Toolkit)</p> <p>Forensic toxicology equipment - Including instruments used for detecting and quantifying drugs, alcohol, and other toxic substances in biological samples.</p> <p>Crime scene reconstruction software - used for creating 3D models of crime scenes, bloodstain pattern analysis, trajectory analysis, and bullet trajectory reconstruction.</p> <p>Redbridge College & Newham College of Further Education - Stratford</p> <p>BTEC Level 3 Extended Diploma in Applied Science. BTEC Level 3 Diploma in Applied Science September 2011 to July 2014</p> <p>Techniques and their Application</p> <p>Scientific principles and practical techniques</p> <p>Laboratory organisation</p> <p>Workplace practices and medical ethics</p> <p>Human physiology</p> <p>Contemporary issues in science</p> <p>Microbiology and genetic engineering</p>
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