

Jaykumar Halpati

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WORK EXPERIENCE

Menzies Aviation, London Heathrow Airport

June 2019 – Oct. 2019

Passenger Service Agent

London, UK

- Provided exceptional customer service to passengers travelling with Lufthansa Group airlines and other Star Alliance carriers, while working with a team
- Checked customers' travel documentation together with relevant identification to ensure compliance with governing bodies
- Carried out various passenger procedures using Altea Departure control system(DCS) without any errors

Omniserv, London Heathrow Airport

Oct. 2017 – June 2019

Passenger Service Agent

London, UK

- Greeted passengers, explaining processes and communicated what assistance is needed while working with different teams
- Processed passengers while working in a team under high-pressure situations
- Acted as a translator(in 3 languages) to different airlines, when passengers with language barrier needed assistance

Micro Partners Limited

July 2016 – Jan. 2017

Web Developer

Wembley, UK

- Developed 2 websites simultaneously using WordPress CMS
- Performed SEO for websites, resulting in a higher ranking in PageRank

EDUCATION

Goldsmiths, University of London

Oct 2017 - July 2020

BSc(Hons) in Computer Science

2:1

College of North West London

Sep 2014 - June 2017

BTEC Level 2 Certificate in Information and Creative Technology

Pass

BTEC Level 3 Extended Diploma in Information Technology

D*D*D*

Functional Skills English Level 2

Pass

GCSE Maths

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AWARDS & NOMINATIONS

- Nominated for Department of Computing Project Prize, **July 2020**
- GoldAward - The Gold Award is a personal and professional development programme designed to help identify ones current skills, develop new skills and gain experiences through co-curricular activities.

SKILLS & INTERESTS

- **Skills :** JavaScript, Python, Git, HTML/CSS, Data visualisation, Microsoft Office, Git, R; Problem solver, Planning, Organised, Team player, Bilingual, Effective communication, Professional attitude.
- **Hobbies & Interests :** Travelling, Aviation, Programming, Award travel, Movies, MCU, Technology.