

## Józef Yika

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An individual with extensive communications, student support, digital and IT experience. I am highly organized in any given task and passionate about helping people through my work.

### RELEVANT EMPLOYMENT

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<b>Web and Student Support Admin</b>	<b>De Montfort University</b>	<b>June 2023 – March 2025</b>
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Web and Digital:

- **Designed, developed and managed the ASK BAL website** (<https://askbal.dmu.ac.uk/>), for the Faculty of Business and Law, the largest faculty at the university, serving 12,000 students. Created for the Student Advice Centre to provide students with accessible resources and support tailored to their faculty, enhancing their academic experience.
- **Initiated and worked on the development of the "BAL BOT" AI chatbot**, writing a full proposal and defining its functionality. The chatbot, set to launch soon, aims to provide real-time answers and 24/7 support to a wide range of student inquiries. It will also reduce the workload on university staff by streamlining responses and alleviating the volume of queries, while gradually evolving into a more advanced AI assistant.
- **Automated key administrative processes** using Power Automate, significantly improving efficiency. Automated the production of student transcripts, reducing manual effort and processing time as well as the change of timetable process, enabling faster and more efficient handling of student requests.
- **Continuously improved the website's** engagement through SEO and targeted communications, identifying key student needs and enhancing the user experience. The site now attracts 50–70% of the faculty's targeted audience each month through ongoing updates and feature development.
- **Delivered structured training and recorded step-by-step video tutorials** to equip the team with the skills to manage the ASK BAL website and automate key communications processes, ensuring continuity and maintaining high engagement standards after my departure.

#### Student Support:

- **Advised and supported home and international students**, providing clear guidance on university processes, regulations, and academic matters, ensuring a positive and informed student experience.
- **Managed student inquiries** via phone, email and in-person interactions, utilizing the SAP database to provide efficient and accurate responses to a variety of queries.
- **Collaborated with multiple departments**, including Immigration Compliance, Timetabling, Disability, Wellbeing, and academic staff, to deliver holistic support to students. Worked closely with all of three schools of the faculty – Accounting, Finance and Economics (AFE), Leadership, Marketing and Management (LMM), De Montfort Law School (LAW).
- **Handled difficult and emotional student queries**, often managing long queues and students under stress, including those with complex issues or emotional distress, ensuring that each student felt heard and supported during challenging times.
- **Worked closely with student support officers**, programme administrators, programme leaders, module tutors, and senior staff members to ensure a seamless experience for students and smooth operations across administrative teams and e-learning platforms.

#### Data Entry Specialist

Jagellonian University, Poland

Dec 2020 – Jan 2021

- **Managed and maintained accurate records for up to 1,000 hospital patients** on a contract-based position at Jagiellonian University in the medical department, ensuring timely updates, deletions, and corrections of patient data.
- **Regularly updated and monitored** the heart failure registry, ensuring all information was current and compliant with medical standards.
- **Acquired proficiency in specialized** medical terminology, enhancing the quality and accuracy of data management.

#### Assistant Sound Engineer

Imprint Church, Leicester

Jan 2017 – Jan 2020

- **Led general sound engineering duties**, ensuring high-quality audio and video production.
- **Contributed to the creation of the artist 'Imprint Sound,'** which debuted on BBC Radio in 2018 and is now available on major streaming platforms like Spotify.
- **Utilized various media production tools**, including recording and editing software, to enhance audio and production quality for both live events and studio recordings as well as content for social media platforms such as Instagram.

## EDUCATION

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**De Montfort University, Leicester**

**Oct 2021 – Feb 2023**

### **MSc Computing**

Database Systems & Design	84%
Computer Systems and Networks	88%
Object Oriented Programming	72%
MVC ASP.NET Web Applications	80%
Human Factors in Systems Design	89%

**De Montfort University, Leicester**

**Oct 2016 – July 2019**

### **BSc Music Technology**

**Mark: 2:1**

**Relevant Modules:** Web Development (HTML, CSS, Java Script), Multimedia Production

### **Software Skills**

**CMS:** WordPress

**Design:** Canva

**Editing:** Adobe Creative Cloud, Cap-Cut, Filmora,

**Automation:** Power Automate

**IDE's & Engines:** Visual Studio, VS Code, Atom, Eclipse, Enterprise Architect, Unity

**Programming & mark-up Languages:** Java, C#, C++, JavaScript, SQL, HTML

**Other:** Bash, Linux CLI, UML, Git, GitHub, ASP.NET Core, MVC, CSS,