Jozef Yika

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EDUCATION

De Montfort University	Leicester, UK	Oct 2021 – Sep 2022

Degree: MSc Computing
- **Relevant Modules:** 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%)

Degree: BSc Music Technology   Oct 2016 – June 2019
- **Relevant Modules:** Web Development, Multimedia Production

PROFESSIONAL EXPERIENCE

Web and Student Support Admin	De Montfort University	May 2023 – March 2025

- **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. Successfully funded 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.
- **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
- **Automated various administrative processes using Power Automate,** improving efficiency across student services. This included streamlining timetable changes for faster handling of requests and automating transcript production to reduce manual effort and processing time.
- **Delivered structured training and recorded step-by-step video tutorials** to equip the team with the skills to manage the ASK BAL website within WordPress and automate communications processes, ensuring continuity and maintaining high engagement standards after my departure.

Assistant Recording Engineer	Imprint Church, Leicester	Jan 2017 – Jan 2020

- **Worked with various digital media production tools**, including recording and editing software, to enhance the quality of audio and visual content for social media platforms such as YouTube and Instagram, as well as for live events and studio recordings.
- **Developed foundational skills in content management** through hands-on exposure to digital content workflows and online media platforms.
- **Contributed to the creation and branding of the musical artist 'Imprint Sound'**, which debuted on BBC Radio in 2018 and is now featured on major streaming services like Spotify, while also leading general sound engineering duties to ensure high-quality audio and video production.

SKILLS

- **CMS:** WordPress, **Automation**: Power Automate, **Programming:** Java, C#, C++, JavaScript, SQL, HTML,
- **IDE's & Engines:** Visual Studio, VS Code, Atom, Eclipse, Enterprise Architect, Unity
- **Other:** Bash, Linux CLI, UML, Git, GitHub, ASP.NET Core, MVC, CSS,