

# MICHAEL PANLILIO

mtpanlilio20@hotmail.com • 07741 450882 • Bracknell, Berkshire  
github.com/MTHP20 • linkedin.com/in/mthp

Dynamic and self-driven Computer Science recent graduate with expertise in Java, Python, and C. Strong background in algorithms, data structures, and software engineering principles. Collaborative team player with a proactive approach, problem-solving acumen and dedication to deliver high-quality solutions. Looking for full-time graduate opportunities.

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## EDUCATION

**BSc Computer Science - 2:1**

**2021 - 2024**

*Royal Holloway, University of London*

### PROJECTS:

**BalanceBot** Constructed a balancing bot using Lego Mindstorms EV3, equipped with various sensors and developed Java code to navigate around obstacles it may encounter

**PostFix Calculator** Developed in Java with a GUI, managed and built within a Maven Project. Used TDD with JUnit test cases and all implementations were version-controller via GitLab

**Restaurant Web Application** Restaurant management system developed as a team project using React library. Implemented PostgreSQL to retrieve and display menu items, process customer orders, and display waiter/kitchen orders with the ability to manage items too all from the database. Communication was supported by Teams, Trello, and regular scrum meetings

**Mapping Application** Utilised HTML5 technologies to develop an Offline Maps Application that stores user data within the browser. Retrieves data from Leaflet and OpenStreetMap, allowing users to navigate the map, search desired locations, and explore dynamic features on screen

**A Level - Further Mathematics (B) • Mathematics (B) • Geography (C)**

**2019 - 2021**

*Easthampstead Park Community School*

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## EMPLOYMENT/EXPERIENCE

**Sainsbury's**

**2019 - Present**

*Customer Services Assistant (Part-Time)*

- Effective communication when addressing and resolving diverse customer inquiries
- Leadership and teaching capabilities by training new staff members
- Collaboration by actively engaging with and supporting various departments
- Exercised meticulous organisational skills in managing departmental tasks
- Capable of juggling multiple responsibilities in a fast-paced environment
- Strong focus on customer satisfaction with a commitment to understanding customer needs

**Limitless Technology****2024 - Present***Microsoft Technical Support Specialist (Freelance)*

- Diagnose and resolve software-related issues encountered by customers offering step-by-step guidance and solutions
- Strong analytical skills to identify and troubleshoot technical issues
- Ensure swift resolution and customer satisfaction while adhering to service-level agreements

**Capable Works Limited****2024 (May - June)***Manual Tester (Temporary)*

- Conducted comprehensive manual testing of a pre-launch software, identifying and documenting bugs for a start-up company
- Collaborated effectively within a small team, providing actionable feedback on UI and UX designs, driving continuous improvements and enhancing user experience
- Leveraged project management and communication tools such as Jira, Confluence, JAM and Slack to streamline workflows and enhance team coordination
- Utilised Intercom and Arcade to create detailed and user-friendly documentation articles, ensuring users have access to comprehensive guides

**Lloyd's Register****2023 (June - September)***Data Administrator (Temporary)*

- Managed databases proficiently to ensure optimal performance and data integrity
- Seamless collaboration with cross-functional teams to gather requirements
- Managed customer and staff inquiries on a global scale
- Proficient in documenting data-related workflows within Excel

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**KEY SKILLS**

- Java | Python | C | PostgreSQL
- HTML(5), CSS, JavaScript Inc. Node.js | React
- TDD | Maven | JUnit | SVN | Checkstyle
- Version Control Inc. GitHub and GitLab
- Microsoft 365 Office (Inc. Excel and Teams)
- Adobe Creative Cloud (Photoshop | Premiere Pro | Illustrator)

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**PERSONAL PROJECTS, INTERESTS & FURTHER INFORMATION**

- Currently developing my portfolio website using solely raw HTML, without relying on any frameworks or libraries. This will showcase my past projects, provide an overview of myself with links to my platforms, and feature a blog section. Additionally, by utilising PHP, users are capable of sending inquiries directly from the website
- Enjoy playing basketball and was also part of the University Team
- Exercise regularly at the gym to ensure activity and healthiness
- Full UK Driving License