

Morris Ali Ouedraogo, IT Internship

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LINKS

<https://www.linkedin.com/in/morrisouedraogo>, <https://github.com/MoTECH01111>

PROFILE

Dedicated and innovative 3rd-year Computer Science student at the National College of Ireland, currently seeking a 6-month internship in an artificial intelligence or software development role. With a strong foundation in Python, Java, HTML, JavaScript, SQL, and Firebase, I am eager to apply my technical skills and contribute to cutting-edge AI projects and innovative software solutions. My experience with Microsoft tools, GitHub for version control, and Adobe complements my programming abilities, allowing me to approach problems creatively and efficiently. I am highly motivated to learn and continuously develop my skills in machine learning, data analysis, and algorithm design. My enthusiasm, charismatic nature, and collaborative spirit enable me to contribute positively to any team environment. I bring passion, fresh energy, and a strong work ethic, making me a valuable asset to any organisation looking to foster innovation and drive impactful solutions.

EMPLOYMENT HISTORY

May 2024 — Aug 2024

Energy Sales Advisor, Sse Airtricity

Louth

Responsibilities included:

- Demonstrated extensive product knowledge within the gas and electricity sectors.
- Represented SSE Airtricity in the field, engaging directly with customers.
- Delivered consistent, high-quality customer service.
- Talked to customers to understand their needs and provide tailored energy solutions.
- Consistently met and exceeded sales targets through effective field sales strategies and customer engagement.
- Delivered consistent, high-quality customer service to enhance customer satisfaction and loyalty. setting an example through performance, work ethic and personality
- Collaborated as part of a team to ensure smooth store operations and contribute to overall sales performance

Feb 2022 — Feb 2024

Rental Sales Agent, SIXT Car Rental

Dublin

Responsibilities included:

- Provided exceptional customer service, ensuring a friendly and welcoming experience for customers.
- Demonstrated extensive knowledge of various vehicles, effectively guiding customers to suitable options and up selling available products
- Handled large transactions with accuracy and efficiency, maintaining strict attention to detail.
- Ability to demonstrate and execute an adaptable sales technique in a fast-paced environment.
- Managed customer inquiries and issues promptly and effectively, investigating and resolving concerns to ensure customer satisfaction
- Manage, prioritize and respond to Tier 2 issues inquiries, and escalations.
- Opening and closing operations.
- Working together as a team to keep operations moving smoothly

Jul 2021 — Oct 2021

Customer Support Analyst, Telus International

Dublin

Responsibilities included:

- Product Knowledge for Customers.
- Working in a fast-paced environment with great initiative
- Delivering good, constant customer service.
- Responsible for providing support for customers by investigating, troubleshooting and resolving customer issues.

- Managed customer inquiries and issues promptly and effectively, investigating and resolving concerns to ensure customer satisfaction
- Manage, prioritize and respond to Tier 2 issues inquiries, and escalations.
- Set a high bar for support analysts within the organisation by setting an example through performance and work ethic
- Working together as a team to keep the store moving smoothly

Nov 2019 — Jan 2020

Sales assistant, Smyths ToyStore

Drogheda

Responsibilities included:

- Product Knowledge for Customers.
- Remerchandising stock out on shop floor.
- Delivering good, constant customer service.
- Packing Down the shelves, constantly making sure shop floor is neat
- Carrying out large items from the stock room to the tills safely
- Stock check, ensuring all price tags are in the correct position, & printing out the correct prices.
- Working together as a team to keep the store moving smoothly

EDUCATION

Sep 2019 — May 2020

Information Technology & Computing with Mos. , Drogheda Institute of Further Education

Drogheda

Awarded Distinction in QQI Level 5 Office Informatics

Sep 2022 — Nov 2026

(BSc Honours) in Computing, National College of Ireland

Dublin

Currently averaging 2:1, GPA - 61.7%

Intro to AI and ML, Web Application Development, Data Structure and Algorithms, Software Development, Software Quality and Testing, Advanced Programming, Advanced Computer Networks, Security Fundamentals and Development,

QUALITY

Critical thinking and problem solving
Creativity
Communication Skills
Ability to Work Under Pressure

Ability to Work in a Team
Sales
Interpersonal Skill
Organisation Skills

TEHNOLOGY SKILLS

- **Python (Flask Framework):** Developed web applications and restful API's, handling routing, data management, and user authentication.
- **Java (Apache Net Beans):** Created object-oriented applications and Java Swing projects
- **HTML, CSS and JavaScript:** Proficient in front-end development, creating responsive and dynamic web pages using frameworks like Bootstrap.
- **MySQL with Workbench:** Designed and managed relational databases, optimized queries, and created stored procedures.
- **Firebase:** Implemented backend services including real-time databases, user authentication, and cloud storage for web applications.
- **GitHub:** Version control and collaboration on team projects, handling code reviews, and managing branches and pull requests.

HOBBIES

Owner of my own fashion clothing brand, oclivin.co. Growing my customer base to 500+ followers. Acquiring knowledge in digital marketing and e-commerce.

REFERENCES

References available upon request