

Nicole Smitheman

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PERSONAL PROFILE

I am a highly motivated first-class Biomedical Science graduate, currently pursuing an MSc in Computer Science. With two years' experience in customer service and sales in the private healthcare sector, I have developed strong analytical, problem-solving, and customer engagement skills. I am eager to transition into a tech-focused role where I can leverage my diverse skill set and expand my technical expertise.

EDUCATION

Queen Mary University of London	September 2024 – September 2025
Computer Science MSc (Conversion)	Grade: To be determined

Royal Holloway University of London:	September 2018 - June 2021
Biomedical science BSc	Grade: 1st class (Hons)

The Douay Martyrs RC school:	September 2011- July 2018
<u>A levels:</u> Biology (B), Psychology (B), Chemistry (C), Extended Project (C)	
<u>GCSEs:</u> 7 A*/A's, 3 B's and 2 C's, including Mathematics (B) and English (B and C)	

SKILLS / INTERESTS

Customer service/sales:

- Over 2 years in Customer service and sales, consistently exceeding sales targets.

Technology:

- Proficiency in Microsoft (Excel, Word, PowerPoint, Outlook) and Swift
- Python, Pandas and pyAgrum, SQL, probability, statistics (including SPSS), Cryptography, Wireshark (and various cybersecurity tools), Bayesian Networks

Laboratory and research skills:

- PCR, agar plating, analysing urine and blood samples, microscopes, centrifuging, gel electrophoresis and ELISA techniques.

Projects:

- Used Python to create a public dashboard displaying MRSA statistics
- Using a variation of datasets for machine learning and creation of Bayesian networks
- In the process of creating a portfolio website to showcase my projects

Soft skills:

- Effective under time pressure with excellent attention to detail and precise record-keeping
- **Languages:** Actively studying Arabic and Spanish, invaluable in a diverse work environment.
- **Art:** I own an Etsy page where I sell my artwork.

WORK EXPERIENCE

Bupa: Healthcare consultant	April 2022- July 2024
<ul style="list-style-type: none">• Mentored colleagues as a Quality Assurance Champion, improving individual performance and raising overall team quality standards. Demonstrating a strong ability to work independently or collaboratively• Utilised Microsoft Office, SWIFT and financial software to perform accurate calculations and reporting	

- Facilitated in the training of new hires, managed customer renewals, cancellations, medical assessment and underwriting, investigating complaints and assisting with finance-related queries. Developed strong customer service skills through ensuring high customer satisfaction, and consistently exceeding sales targets through tailored client solutions.

Ashford and St Peters Hospital: Bank healthcare assistant

November 2019 – July 2020

- Direct patient care, including personal hygiene, feeding and monitoring vital signs (blood sugar, heart rate and oxygen levels). Collaborated with medical staff to address daily patient needs efficiently. Built strong patient rapport by providing compassionate and respectful care.

Mount Vernon Hospital:

Work experience

- Rotated through different departments, including pharmacy and palliative care. Shadowed doctors during patient consultations and treatment discussions and observed inter-hospital collaboration on patient diagnosis and treatment plans.

Rackspace Hosting, Multi Cloud Solutions Provider:

Work experience

- Managed correspondence and assisting receptionists with administrative tasks. Shadowed various departments to gain insight into support, customer service and internal processes. Attending manager and marketing meetings, listening to customer calls. Onboarding new customers, and general procedures and compliance followed in the company.

ACHIEVEMENTS/CERTIFICATES

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- Excel proficiency: 9.5-hour advanced Excel training course
 - Clinical training: Simulation-based resuscitation and heart attack management at Harefield Hospital.
 - Research project: Undergraduate study on carotenoids, utilizing rotary evaporators and centrifuges.
 - National Citizen Service: Volunteering and fundraising for a dementia care home. Enhancing my communication skills through public speaking and presentations.
 - Volunteering at Ruislip disability centre: Supporting individuals with disabilities
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References available upon request