

Nicole Smitheman

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PERSONAL PROFILE

A first-class Biomedical Science graduate, currently pursuing an MSc in Computer Science. Bringing two years of experience in customer service and sales in the private healthcare sector, developing strong analytical and customer engagement skills. Seeking to transition into a tech-focused role to leverage a diverse skill set and expand technical expertise.

EDUCATION

Queen Mary University of London
Computer Science MSc (Conversion)

September 2024 – September 2025
Grade: To be determined

Royal Holloway University of London:
Biomedical science BSc

September 2018 - June 2021
Grade: 1st class (Hons)

SKILLS / INTERESTS

Technology:

- **Languages:** Python (Pandas, Scikit learn, NumPy, matplotlib, pyAgrum), SQL, Bash, basic JavaScript, basic HTML
- **Cybersecurity tools:** Cryptography, Wireshark, Hydra, Splunk, Linux
- **Data science and machine learning:** Regression, classification, clustering, Bayesian Networks
- **Statistics and quant methods:** Probability, SPSS and general statistics
- **Software:** Microsoft platforms (Excel, Word, PowerPoint, Outlook), Jupyter notebooks, VS Code, GitHub

Laboratory and research skills:

- Experience with PCR, ELISA, agar plating, urine and blood sample analysis, microscopy, centrifugation and gel electrophoresis.
- Compliance with lab safety and accurate documentation

Projects:

- Public MRSA dashboard visualising real-time statistics that are updated monthly with data from both healthcare and community-associated causes using Python
- Trained various machine learning models with a variety of datasets and created Bayesian networks for probabilistic inference, with a consistent accuracy of above 90%.
- Ongoing portfolio website using HTML to showcase projects: <https://nicole-s-git.github.io/Portfolio/>

Soft skills:

- **Languages:** Studying Arabic and Spanish (A1/A2 level; 3+ hours per week).
- **Art:** Managing a new Etsy shop selling original artwork, investing 20+ hours in product development.

WORK EXPERIENCE

Bupa: Healthcare consultant

April 2022- July 2024

- Mentored colleagues as a Quality Assurance Champion, maintained a 100% QA score for several months (vs 80% target), directly improved team performance and service consistency.
- Handled 15-20 high-pressure, time-sensitive calls daily. Delivered support across finance, renewals, cancellations, underwriting and complaint resolution using SWIFT, Microsoft applications and internal CRM tools for tracking and reporting.

- Facilitated one-on-one training of new hires, monitored live calls and provided real-time guidance and feedback.
- Delivered tailored client solutions, ensuring high customer satisfaction while consistently exceeding sales targets.

Ashford and St Peters Hospital: Bank healthcare assistant

November 2019 – July 2020

- Direct care to approximately 8 patients simultaneously, including personal hygiene, feeding and monitoring vital signs.
- Collaborated with medical staff to address daily patient needs efficiently.
- Built strong patient rapport by providing responsive care and clear communication in a fast-paced clinical setting.

Mount Vernon Hospital:

Work experience

- Rotated through 3+ departments, including pharmacy and palliative care, gained exposure to varied patient needs and staff workflow.
- Shadowed doctors during around 10 consultations and observed inter-hospital collaboration on patient diagnosis and treatment planning.

Rackspace Hosting, Multi-Cloud Solutions Provider:

Work experience

- Gained exposure to cloud service operations through 3+ departments shadowing across support, marketing and onboarding teams.
- Assisted with admin and observed internal compliance and customer support processes.

ACHIEVEMENTS/CERTIFICATES

- Completed a 4 hour resuscitation and heart attack management course at Harefield Hospital.