

Student name

Postal address line 1
Postal address line 2
Postal address line 3

Email
Phone number
(If applicable) Nationality/Work permit status

Final year BSc Business Information Systems student, with knowledge of financial analysis and business strategy, plus proven technical IT expertise. Strong analytical and interpersonal skills developed through academic studies and previous customer service roles. Seeking a graduate traineeship within the banking sector.

Skills

Analytical

- Analysed and modelled business requirements and developed information systems strategy for a start up hospitality company and the McDonalds global business, as part of my final year university project
- Analysed business problems in order to understand and develop IT solutions as key element of academic assignments.

Communication

- Established rapport and resolved queries within pressurised customer service and IT support environments
- Delivered presentations at university, explaining complex business concepts to groups of five to thirty people and prepared written reports.

Team Working

- Worked collaboratively with colleagues in a range of work settings, including as Assistant Manager at McDonalds, with responsibility for co-ordinating the work and motivating a team of four front line staff to meet sales targets
- Experience of working in teams during academic projects involved planning, role allocation and co-ordination to ensure high quality work was submitted within deadlines. Interaction with peers helped develop the ability to work effectively with people from different cultures and work styles.

Organisation

- Excellent organisational skills applied in IT support role to ensure full resolution of client issues and delivery of a programme to install and train fifty users in new computer software (Microsoft Outlook).
- Experience of organising and prioritising workload to meet tight deadlines, when faced with multiple university projects and work commitments.

IT skills

- Programming, query, web development and modelling languages: PHP, VB.NET, SQL, HTML, JavaScript, Unified Modelling Language
- Database management/ development tools: Oracle ROBMS V10+, MS SQL Server, MS Access
- Project management: Prince2, MS Project, MS Excel, Word and Outlook

Higher education

BSc (Hons) Information Systems
University of Westminster

09/20 – 07/23

- 2:1 predicted
- Modules included: Business Strategy, Project Management, Information Systems Design and Development, IS Quality and Testing, Knowledge Management, Computer Systems Security

Other relevant education

BTEC Higher National Diploma Computing

09/19 – 06/20

Westminster Kingsway College, London

- Achieved a merit.

European Computer Driving Licence

04/019 – 07/19

College of North London

- Passed all module tests on the first attempt.

Employment

Customer Service Assistant

05/19 – 03/20

London Underground

- Efficient resolution of customer queries. Development and implementation of enhanced procedures for assisting customers with specific needs.
- Responsible for completion of scheduled maintenance and ad hoc repairs of computer operated entrance/exit gates and ticket machines to meet performance targets.
- Carried out regular security checks and ensured all safety hazards were addressed.

Assistant Manager

07/20 – 09/20

McDonalds Restaurant

- Leadership of four person front line team to ensure efficient and effective customer service, consistently meeting daily sales and service delivery targets.
- Responsible for hiring, mentoring and supporting front line team, resulting in significant improvement in staff retention.
- Management of stock control and ensuring till reconciliation at the end of each shift.

IT helpdesk

10/20 – 12/20

Brotherhood of the Cross and Star

- Front line IT support for fifty employees and associates, ensuring successful resolution of IT queries, plus hardware and software installation.
- Design, and delivery of Microsoft Outlook training courses for groups of up to ten people.

Interests

- Strong interest in current affairs and business news. Regular reader of Financial Times.
- Play piano – regularly perform gospel music at community and church events.
- Enjoy travel – have travelled extensively through Western Europe, West Africa and USA.

References

- Available on request.