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As a final-year Software Engineering student with diverse work experiences, I am a resilient and adaptable individual who thrives when faced with new challenges and is dedicated to continuous learning. Driven by a passion for enabling, assisting, and inspiring others, I am devoted to positively impacting society by fostering mutual understanding. I am eager to excel in a role that empowers me to fully leverage my skills and abilities while helping others unlock their potential.

Skills Summary

Proficient	Team, Customer and Community Communication, Team Management, Adaptability, Public Speaking and Presenting, Imaginative Problem Solving, Agile Methodology and Thinking.
Aspiring Proficiency	Raw JavaScript, PostgreSQL, Report Writing, Software Debugging, Full-Stack Development, and E-commerce.
Yet To Learn	Graphical Databasing, Utilising Frameworks (Vue.js, Laravel), App Development, Golang, and Rust.

Education

- 2019 - 2023: University of Portsmouth, BEng (Hons) Software Engineering (Predicted First Class Honours)
- 2018 - 2019: University of Portsmouth, BEng (Hons) Electronic Engineering - Enjoying Digital Electronics (logic gates, microcontrollers, C and Assembly coding) I made the change to Software Engineering
- 2016 - 2018: Twynham Sixth Form, A-Level Economics (A), Mathematics (B), Physics (C)
- 2011 - 2016: Winton and Glenmoor Academy, 11 GCSEs (A* - A) including Mathematics (A*) and English Literature/Language (A*/A)

University Education Detail

- During my dissertation project, I took on the role of a full-stack developer, creating a Chrome Extension that enables users to search for specific uses of nouns. For instance, typing "tomato" would generate an organized list of its applications, accompanied by user-ranked tutorial links. This endeavour allowed me to further develop my Agile Methodology and Google Chrome API skills.
- Individual projects throughout my degree include Dog Tinder, A Document Collaborator and an Online Lego Store. Brainstormed and created prototypes, developing my experience and knowledge of Node.js, HTML, CSS, JavaScript, GitHub and PostgreSQL.
- Simulated a start-up team using the Lean Start-up Methodology, in which we were given the problem of "Increasing the Royal Navy's Natural Capital". Conducted 45 interviews to validate the problem including online and face-to-face outreach to discover expert advice and current solutions. Collaborated as a team on a range of brainstormed Value Propositions, using an iterative model to develop a prototype, gather feedback and make weekly changes. Led an engaging presentation to a board of

University Staff and Students, including MoD Staff, on the entire process and our final MVP - A "Natural Capital Calculator".

- Awarded 100% grading for my video on "External Brain Memory," discussing the feasibility and future use of Neuroscientific Software Engineering. I designed a storyboard, an entertaining skit and a separate professional presentation - comprehensively communicating all my research in a challengingly short two-minute time frame.

Prior Education Achievements

- In Electronic Products, I earned a 99% grade, providing me with hands-on experience in Product Development processes through the design of an electronic game. My portfolio documents the planning, design, manufacturing, and evaluation stages of the project.
- Reached the finals of the Appathon Challenge 2015 in the Houses of Parliament, prototyping a screen recording app as a team for iOS 8, two years before its official release in iOS 11.
- At the 2017 county ICAEW Accounting Challenge, I led a team to secure 3rd place by analysing a simulated business model and presenting our findings, along with business advice, to an audience of over 100 people, including ICAEW board members. This experience helped me refine my business analytics, commercial awareness, team delegation, and public speaking abilities.

Most Relevant Employment History

Sept 2022 - Present: 1st and 2nd Line IT Support, University of Portsmouth

- Effectively communicated with international students by drawing from my experiences growing up in a multicultural household. I addressed various IT issues related to the university's infrastructure and students' personal devices, consistently offering high-quality assistance and support in an empathic manner.
- Learning the technical methods to solve all the common issues that can arise within the Universities infrastructure including account, software, hardware, printing, VPN, office 365 issues.

June 2022 - Sept 2022: Festival Food Trader/Supervisor, Forno Pizza

- At Forno Pizza, I contributed to generating profits exceeding £100,000 by designing, testing, and implementing innovative service strategies. By analysing line tasks and team dynamics, I tailored strategies to changes in staff levels and abilities across different festivals, which resulted in faster pizza service without sacrificing quality control leading to an increase in sales. I maintained team morale in challenging conditions and prioritized customer satisfaction, building strong bonds with them, fulfilling their requests, and providing a memorable pizza-buying experience. These efforts indirectly led to promoting our products and fostering long-term loyalty.

Mar 2022 - June 2022: Mobile Mixologist/Party Host, Topsy Parties

- Managed all aspects of a self-employed Mobile Mixologist/Party Host role, providing memorable experiences for clients such as technical cocktail lessons, managing inebriated rooms of 40+ people with high expectations, consistently receiving 5-star reviews, and becoming a preferred choice for events. I adapted to highly chaotic scenarios where prior information was sometimes incorrect, decisively solving issues as they arose.

July 2019 - August 2019: Team Leader, National Citizenship Service

- As a Team Leader for the National Citizenship Service, I was responsible for guiding and motivating a group of sixteen 16-17-year-olds through a challenging course. This role required me to develop a range of skills, including the ability to establish trusting relationships with young people, create a safe and supportive environment for learning, think on my feet and adapt quickly to changing circumstances, inspire and instil confidence in young people and staff alike, taking care to understand all different perspectives. As the primary point of contact for the young people, I took my responsibility very seriously, ensuring that they were safe and well-cared for throughout the four-week course. I found this job to be incredibly humbling, as I had the opportunity to change young people's lives for the better while developing my own skills in leadership, problem-solving, and communication.

Sept 2015 - Present: Sales Manager, Simply Hi Vis Clothing

- At Simply Hi Vis Clothing UK, I gained extensive experience in various aspects of business, including designing and producing logos and uniforms, managing orders, mentoring new employees, and resolving customer complaints.
- Growing up in a family business, I had the opportunity to aid in my father's development of products, websites, and ideas, instilling in me a passion for entrepreneurship and the utilisation of modern technology for commercial success. Observing business practices throughout my whole life.
- As a Sales Manager, I oversaw the entire order process, from design to delivery, ensuring timely completion and meeting customer requirements. Mentoring and training new employees helped me hone my leadership skills and contribute to the development of the team.
- I made daily business decisions, such as resolving customer complaints and ensuring adequate stock levels, showcasing my problem-solving abilities. Collaborating with a small team, I managed competing priorities, tight deadlines, and complex customer needs through effective communication.

Volunteering

Sept 2020 - Sept 2021: Media Secretary, University of Portsmouth Surfing Society

- As a Media Secretary for Portsmouth Surfing Society during the challenging lockdown period, I played a key role in enhancing brand visibility and increasing engagement. I managed social media accounts, creating content, and organized events, all while fostering a kind and approachable reputation within the community. By prioritizing positivity and empathy, I resonated with the audience during the tough lockdown periods, ultimately resulting in increased brand visibility and engagement.

Sept 2017 – Sept 2018: Fundraiser/Labourer, Pearls of Africa Special Needs Centres

- Raised £1,100 in 9 months through individual fundraising events during my studies for Twynham Sixth Form's Uganda Challenge enabling me to pay for flights to be able to work within a team to build a new boarding school for children with special needs, worked tirelessly for 10 days labouring through poor sleeping and hygienic conditions. However, my optimistic outlook on life and sense of humour helped keep team morale up through daily physical and personal challenges. Developed my skills to quickly improvise, adapt, and support teams around me to get through new daily challenges.