Tafari Carnegie

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Personal Profile

An enthusiastic career-minded individual with good communication skills, coupled with effective organisational skills. I am driven by challenges and success, along with the ability to learn new concepts and skills to thrive in the Technology Industry. I am a Computer Science Graduate, who has achieved Second Class Honours (First Division 2.1). I am a team player, with a complete understanding of the importance of strong team culture and a desire to maximise skills to achieve future aspirations and goals and those of any business with which I am employed. I am dedicated and hardworking, constantly seeking new challenges and opportunities for growth, as evidenced by my current commitment to a rigorous 12-week software bootcamp I have undergone to improve my knowledge and skillset/experience.

Education and IT Training

02/24-Present **Just IT Training Ltd, London**
Digital Skills Bootcamp: Software Development
A twelve-week intensive bootcamp covering the fundamentals of Web and Software development.

09/16-08/19 **University of West London, South Ealing**
Computer Science BSc (2.1)
Core Modules:

Applied Software Engineering 62% 2.1
Artificial Intelligence 60% 2.1
Project (Image Classification using Convolutional Neural Network) 65% 2.1
Natural Language Interfaces (machine learning) 70% 1st.
Team Project 75% 1st
Programming 81% 1st
Web Design 60% 2.1
Computer Architecture 85% 1st

Languages: **Java, Python, JavaScript, HTML, CSS, Bootstrap**
Final Year Project: (*Image Classification using Convolutional Neural Networks) PyTorch*

09/13-07/16 **City of Westminster College, Edgware Road**
ICT BTEC Extended diploma: DDM

09/07-07/12 **Shene School/Richmond Park Academy, East Sheen**
GCSE: English C Math C Drama B ICT Btec Pass

IT Skills

Software Development Skills: Python, JavaScript

Web Technology: HTML CSS bootstrap JavaScript

Core Programming Languages: JavaScript

**Projects: https://github.com/Tafari1/PasswordGenerator_Python.git
https://github.com/Tafari1/ColourPicker.git https://github.com/Tafari1/Todo-list.git**

Employment History

06/22-24/23   Reveal Media, Kingston
1st Line support Analyst

Inbound Service Desk Calls:

- First point of contact for inbound customer calls and emails.
- Guide customers through case management procedures and provide requested information.
- Resolve technical issues via phone support.
- Log and take ownership of inbound cases, escalating to appropriate support channels.
- Maintain exceptional customer service standards, exceeding expectations for post-sales support.

Outbound Service Calls:

- Respond promptly to submitted Fault Report Forms in adherence to SLAs.
- Follow up with customers, ensuring feedback and issue resolution.
- Respond to all fault Repair Forms within one working day.

Case Logging:

- Efficiently log and track all incoming calls, emails, and Fault Report Forms.
- Escalate service issues to the Service Delivery Manager as necessary.
- Direct problems to appropriate resources for resolution.
- Update customer records and generate activity reports.
- Coordinate RMA collections and returns through designated courier services.
- Continuous Improvement:
- Collaborate with Service Delivery Manager to develop and maintain a comprehensive knowledge base.
- Propose procedural enhancements for better efficiency.
- Continuously expand knowledge of support procedures, products, and services.

03/20-07/20   Sparta Global, City of London Barbican
Software Tester

Located in the City of London Barbican. I acquired a role to be a software tester. Due to the COVID-19 situation, it moved to online training instead of it being in the office space. During my training remotely, I embarked on learning languages such as Python and SQL. This was on an educational platform called Treehouse. We were closely monitored with our completion of the online training. Once successful we were to move from our online assessments to classroom-based learning, where we would be educated and tested further. Unfortunately, due to the unforeseen circumstances of COVID-19, and the impact it had on jobs and the workforce of Sparta Global being cut in half. I and other Graduates did not get the opportunity to transition to the classroom. Which is understandable but very unfortunate.

11/19-01/2020   Vantage Global Point Consultant, Cannon Street

Headquarter in Cannon Street London; next to The Bank of England. The Company focuses on gaining a competitive edge within the financial services. The Advantage Accelerator Programme trains graduates to bridge the gap between Graduate to Professional, lasting 6 weeks. The training involves extensive knowledge on, Investment banks, LIBOR, Money Markets, Capital Markets, and AML (Anti-Money Laundering, etc.
After receiving training, the company focuses on deploying graduates to one of its prestigious clients within the investment banking sector.
Skill Set:

Microsoft Excel (Intermediate):
Proficient in Microsoft Excel, with intermediate-level skills.

Capable of using Excel for data analysis, reporting, and spreadsheet management.

Training Platforms:
Experienced in using Intuition, an online training platform, for skill development.
Proficient in leveraging online resources for continuous learning and professional growth.

Presentation Skills:
Trained in delivering effective presentations through both classroom training and practical exercises.
Skilled in creating and delivering engaging presentations to diverse audiences.
Stakeholder Engagement:
Able to participate in simulated stakeholder meetings, demonstrating effective communication and collaboration skills.
Capable of understanding and addressing stakeholder needs and concerns in various scenarios.
Project Management:
Experienced in performing project management tasks, including planning, organizing, and coordinating project activities.
Proficient in managing project timelines, resources, and deliverables to achieve desired outcomes.
Public Speaking:
Skilled in delivering individual presentations with clarity, confidence, and professionalism.
Comfortable presenting ideas and findings to both small and large groups.
Team Collaboration:
Effective in completing group tasks by collaborating with team members to achieve common goals.
Experienced in working collaboratively in diverse team environments to solve problems and deliver results.

Interests and Achievements

Computing: in my spare time I like learning new things centred around technology. If I am not creating a project, I am taking courses on Udemy to better have a grasp on programming and one day be efficient within the tech industry. Below are some past examples of my achievements and certifications.

M001 MongoDB Basics: Proof of Completion - MongoDB University

Microsoft SQL for beginners: UC-86347e1f-6f2b-4e80-8775-c7ab37cf7f12.pdf (udemy-certificate.s3.amazonaws.com)

The Complete Bootcamp PostgreSQL: UC-afd830ed-398c-4a8e-8d70-1e7a02a57e75.pdf (udemy-certificate.s3.amazonaws.com)

Basic JavaScript Project Using DOM: Basic JS APP with DOM (codepen.io)

References available upon request