**A p a r n a P a n t**

Student

Preston  +44 7510174837  [pant.aparna87@gmail.com](mailto:pant.aparna87@gmail.com)

[](https://www.linkedin.com/in/aparna-pant-abb55b202/) [@ https://www.linkedin.com/in/aparna-pant-abb55b202/](https://www.linkedin.com/in/aparna-pant-abb55b202/)

I'm a second-year Computer Science student at UCLan, passionate about technology and problem-solving. I enjoy tackling challenges through coding and logical thinking, and I'm always eager to learn new concepts and apply them in practical settings. Through my studies and work experience, I've developed a strong work ethic, active communication skills, and a proactive approach to problem-solving. I’m looking for opportunities where I can gain hands-on experience, contribute to real-world projects, and grow both technically and professionally.

**EXPERIENCE**

# Customer Service Advisor for DBS (Hybrid) Preston

*Hinduja Global Solution* May, 2024 - Present

 Resolved 50+ daily customer queries across calls, written communications addressing customer needs efficiently.

 Processed and handled confidential and sensitive barring information with the utmost discretion and sensitivity.

 Utilized strong problem-solving skills to resolve customer issues and improve service satisfaction.

 Used multiple internal systems including CRM to manage customer cases, log data, and track progress efficiently.

 Adapted quickly to new platforms and workflows, showcasing strong technical proficiency and attention to detail.

**Admission Officer** Bhaktapur

*Bizz Education Consultancy Pvt. Ltd.* Jan, 2023 - Sep, 2023

 Managed admission inquiries while offering customer service.

 Utilized CRM systems to maintain and organize applicant data, improving efficiency and tracking admissions progress.

 Gained experience working with data management, administrative processes, and customer service, all valuable in an IT setting.

**EDUCATION**

# BSc (Hons) Computer Science Preston

*University of Central Lancashire, Preston* Sep, 2023 - Present

Key Modules & Skills

 Programming with C++ : Object-oriented design, memory management

 Software Development & Agile Practices: SCRUM, Git, version control

 Cyber Security: Network security, encryption fundamental

 User Experience (UX) & System Analysis: Prototyping, UI/UX design and research

**Year 12** Bhaktapur

*SOS Hermann Gmeiner School* Aug, 2020 - Aug, 2022

GPA: 3.09 / 4.00

**PROJECTS**

**Personal Blog Web App**

* Django | Created a blog platform with authentication, post CRUD, and extended features like comments and search (Django ORM, SQLite, HTML/CSS)
* <https://github.com/Taken-dot/my-first-blog.git>

Car Game (C++ + TL Engine)

 Developed a 3D racing game with UI, collision detection, and game states ; Used object-oriented principles, camera manipulation, and TL-Engine graphics.

<https://github.com/Taken-dot/Car-game-using-TL-Engine-.git>

**AI-Powered Student Support App (Team Project)**

* Developed an inclusive support app to assist disabled students; Focused on accessibility, usability, and AI integration to enhance student engagement; Collaborated in a team using Agile & SCRUM, contributing to backend logic and UI design.

**ACHIEVEMENTS**

# Most Commercially Aware – BAE EASE Program: Won for developing and pitching an innovative tech business idea.

# Black Belt (Dan 2) in Taekwondo: exhibiting focus, discipline, and perseverance.

**TRAINING /CERTIFICATIONS**

# MERN Stack Development 2023

*Broadway infosys*

Built full-stack web applications using MongoDB, Express, React, and Node.

Gained experience in REST APIs, CRUD operations, and scalable architecture.

**SKILLS**

**Languages & Frameworks:** C++, Python, JavaScript,HTML/CSS  
**Databases:** SQL, MongoDB   
**Tools:** Git, Unity, VS Code, Postman, Github   
**Soft Skills:** Teamwork, Communication, Problem Solving, Time Management  
**Other:** Agile (SCRUM, Kanban), UI/UX, Data Analysis, version control, Debugging and Testing, Documentation

**LANG UAG E**

**Languages:** English (Fluent), Nepali (Native), Hindi (Beginner)