**Tania Griffin**

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**Personal Statement**

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**Education**

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2015 – To date

Institute of Technology Tallaght

**BSc(Hons) in Computer Science**

GPA

Third Year 2.54

Second Year 2.88

First Year 3.58

2013-2014

Liberties College

QQI Level 5 Computer Systems and Networks

Cisco Certified

\*See appendix for breakdown of results

**Work History**

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Jan 2018-August 2018 Intern at SAP

**Responsibilities:**

Product support role working as part of a global team to handle customer incidents. I worked with Customer Relations Management System specifically the Interaction centre, this was my core component. Working with SAP systems to process incidents created by customers and searching to provide solutions. Analysing problems and breaking them down to find the root cause of issue. Following strict procedures and meeting deadlines to achieve maximum customer satisfaction.

2014 – 2018 Assistant Manager at Dublin Newspaper supplies

**Responsibilities:**

Showing staff what to do, supervising staff, checking quality of work, working to meet deadlines. Working with the public for promotional work.  
In charge of organizing stock, doing stock takes and making reports of stock quantity. Picking orders from stock and sending out. Receiving and checking in deliveries.  
I carried out administrative duties including creating and replying emails,   
handling customer complaints, ordering stock, creating reports and working with Microsoft office packages.

**Projects**

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**Scope:** Group project with 5 other interns on a website for SAP that can enable users to create quizzes for fellow colleagues to take The quiz master creates a quiz and receives a code, this code is then entered by the person taking the quiz. The user can view their score and wrong answers at the end. The quiz master can view analytics on each quiz.

**Technologies & Tools Used:** Sails framework, node JS, EJS, html, css and mysql.

**Scope:** A project with two other members in which we researched, designed and developed a website for a personal trainer. The main function was to have a client booking system. This enabled multiple users to create an account, have login details, have additional functionality to the general user such as book and appointment with the trainer, record and view their own progress. There was an administrative login for the trainers to sign up new members, delete members, track, view or delete clients progress, make and view appointments and update the timetable.

**Technologies & Tools Used:** Play framework, java, html, css and sql.

**IT Skills**

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* Capable of creating database tables and querying using SQL commands
* Can design and develop websites using html and css
* Can design and code programs using C++, Java, HTML, SQL
* Confident in building, configuring and trouble shooting networks

**Interests & Achievements**

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Volunteered at SAP on various workshops to assist in teaching & mentoring 6th class students and also 4th year secondary school students. I was involved in hosting an ERP simulation event at UCD for master students.

I train at the gym in my spare time I love being active and keeping fit.

**References**

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Available on request

**Appendix**

BSc(Hons) in Computer Science

**3rd Year Modules studied:** **Grades**

Advanced Databases B

Operating Systems B

Cloud Services & Distributed Computing B-

Data Structures & Algorithms C+

Data Analysis C+

Web Application Development D

**2nd Year Modules studied:**

Networking 1 A

Networking 2 B+

Discrete Mathematics 2 B

Web & Mobile Design & Development B

Software Development 3 B

Information Security B

Software, Development 4 B-

Project B-

Database Design & Programming C+  
Software Quality Assurance & Testing C+

Object Oriented Analysis & Design C+

Management Science C

**1st Year Modules studied:**

Business Information Systems A

Learning to learn at 3rd Level A  
Software Development1  A

Social Media Communications A

Database Fundamentals A

Discrete Mathematics 1 B+

Object Oriented System Analysis B+

Software Development 2 B+

Operating Systems B

Computer Architecture B

Fundament of Interface and Web B

Statistics B

Level 5 Computer Systems and Networks **Grades**

Computer Architecture Pass

Introduction to Networks Merit

Communications Merit

Computer Programming Merit

Work Experience Distinction

Networking Essentials Distinction

Internet Distinction

Web Authoring Distinction