

Taylor Nicholls

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Personal Statement

A highly motivated Computer Science graduate with a 2:1 degree, complemented by extensive experience in customer-facing roles within retail and the public sector. Passionate about technology, software development, and continuous learning, I am seeking to apply my skills and knowledge within a professional environment. My background in computer science, excellent communication skills, and ability to adapt to changing environments position me as an ideal candidate for this position. I am eager to develop professionally and contribute to this graduate position.

Education

BSc (Hons) Computer Science

[University of Sunderland] | Graduated: [2024]

- **Achieved:** 2:1 classification
- **Key modules:** Cyber Security, Networks and Security, Software Engineering, Data Analytics, Advanced Software Development / Engineering, Artificial Intelligence, Software Enterprise Project, Internet of Things, Networking, Databases
- **Final Year Project:** Developed a web-based project management portal, from the front face of the site using HTML and PHP to the backend database. Ensuring data is validated and secure with no breaches in the database and building a secure site, like applications such as GITHUB.
- **Community Project:** Communicated with clients and lead a team to create a cloud-based management system for a charity to book and schedule users in for necessary food parcels. Hold client information within a database, and any other necessary details, allow for 3rd party referrals and multiple levels of access for staff depending on their position and role within the charity.

All GCSES and A-Levels in Computer Science (D) Maths (D) and Business Studies (B).

Key Skills

- **Software Development & Technology:** Solid foundation in computer science principles with a keen interest in cyber security and software development. Strong analytical skills and problem-solving ability, ready to be developed further in a professional environment.

- **Communication & Interpersonal Skills:** Experience in delivering clear and concise information to diverse audiences, gained from customer service roles in retail and as a 119-call handler during the COVID-19 pandemic.
- **Adaptability & Flexibility:** Proven ability to thrive in dynamic, fast-paced environments, demonstrated by my work in retail and call centre roles where I had to manage changing workloads and priorities effectively, alongside my studies.
- **Teamwork & Collaboration:** A team player who enjoys working collaboratively to solve problems and achieve common goals, as shown in both retail and public health roles, also my experience developing software for a charity as part of a team.
- **Self-Motivation & Continuous Learning:** Strong commitment to personal and professional development, actively seeking feedback to enhance performance and skillset.

Professional Experience

Customer Service Assistant

Sainsbury's, [South Shields] | [Nov 2021 – Present Day]

- Delivered excellent customer service, handling inquiries and resolving issues efficiently in a busy retail environment.
- Trained new staff members, demonstrating leadership and a commitment to developing others.
- Adapted to changing business needs, including assisting in different departments when required.

119 Call Handler (COVID-19 Response)

[Hays Travel], Remote | [Nov 2020 – Sept 2021]

- Provided critical information to the public regarding government guidelines on COVID-19, ensuring clear and accurate communication across diverse audiences.
- Handled sensitive information with discretion and maintained a professional demeanour under pressure.
- Adapted to rapidly changing guidelines and processes, showcasing flexibility and a strong work ethic.
- Collaborated with a team of call handlers and management to solve real-time problems and improve service delivery.

Team Member

Pizza Hut and Dominos, [South Shields] | [Oct 2017 – Jan 2020]

- Managed customer orders and provided friendly service, contributing to a positive dining experience.
- Worked effectively in a team to ensure smooth operations during peak times, emphasizing collaboration and communication.
- Gained experience in maintaining hygiene standards and adhering to safety protocols.

Professional Development

- **Operation Cobalt:** Programming based competition at Sunderland University.
- **Makers Ruby Course:** Learned a new programming language to develop techniques.
- **Ongoing Learning:** Regularly engage with online resources, webinars, and industry news to stay updated on the latest cyber security trends and developments.

References

Available upon request.