

# Taylor Nicholls

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## Education

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**Sunderland University - 2:1 BSc (Hons) Computer Science** Sep 2021 - Jun 2024  
**Harton Academy - A-levels: Maths (D), Computer Science (D), Business (B)** Sep 2013 - Jul 2020

## Skills

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**Languages:** Python, Java, C#, RUBY, SQL, HTML/CSS, PHP • **Tools:** Git, Node.js, Flask, Excel, CISCO

## Projects

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**Cloud Based Management System** [GitHub](#) Enterprise Project  
HTML, SQL, CSS, PHP Jan 2022 - Aug 2022

- Developed a web application, utilizing HTML, PHP, and SQL to create a robust system.
- Implemented security features such as role-based access control and cryptographic techniques to protect sensitive user data.
- Managed a scalable database using SQL, optimizing data storage, retrieval, and access rights.
- Collaborated in an agile environment, working within a team to iteratively develop and improve the system based on user feedback, emphasizing teamwork, adaptability, and continuous improvement.

**Web-based Project Management Portal** [GitHub](#) University Project  
HTML, SQL, CSS, PHP Sep 2023 - April 2023

- Developed a web portal allowing users to create accounts, add users, create timelines and share files.
- Created interactive visualisations for real-time project tracking, improving user comprehension by 20%.
- Integrated portal into a web dashboard, enabling real-time data access and project management.
- Optimised data flow and UI, improving usability, project tracking efficiency and user experience.

**Token Login Validation System** [GitHub](#) University Project  
Python, HTML, CSS Jan 2024 - May 2024

- Developed a secure token-based login system using Python within a virtual environment, ensuring user logins were authenticated reliably and all data was hashed and encrypted.
- Tested robustness and efficiency if the wrong token of another user was used as a login.
- Improved UI consistency, enhancing the user experience based on feedback and suggestions.
- Structured Code ensuring it was object oriented, clear, robust and sanitized, preventing injection.

## Experience

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**Customer Service Assistant - Sainsburys** Nov 2021 - Current

- Enhanced customer service and communication skills, dealing with diverse customer needs and ensuring satisfaction in a fast-paced environment adapting to the changing business' needs and expectations.
- Managed multiple tasks efficiently, developing strong time management and multitasking abilities.
- Collaborated with team members to improve store operations and training future employees.

**Covid Helpline Advisor - Hays Travel** Nov 2020 - Sept 2021

- 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.
- Provided crucial information to the public regarding changing government guidelines to diverse audiences.

**Work Placement Intern - Nissan** Jun 2018 - Jul 2018

- Shadowed IT professionals, gained experience in tech support and software solutions used within Nissan.
- Assisted with troubleshooting/resolving issues, improving problem-solving skills in an official Setting.
- Collaborated with cross-functional teams, understanding system integration and improving my teamwork.