

THIRUISA PUVANENTHIRARASA

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EDUCATION

University of East Anglia

Norwich, UK

BSC Computer Science (2:1)

Graduation Date: Jul 2022

WORK EXPERIENCE

Nationwide Building Society

Remote, UK

Contact Center Senior Consultant

Mar 2023 - Present

- Successfully handled various banking issues, including disputed payments and customer complaints, with a high level of professionalism and effectiveness.
- Resolved an average of 40 inquiries daily, using attentive listening skills and extensive product knowledge to provide precise and prompt solutions.
- Actively participated and contributed to continuous training and development programmes to expand expertise in product knowledge, customer service techniques, and regulatory compliance.

Respect Yourself

Remote, UK

WordPress Volunteer

Dec 2021 - Apr 2022

- Tasked with the responsibility of revamping an existing website. This involved making modifications to the website's theme as per the requirements to ensure that it excluded the desired aura and aesthetic appeal.
- The website needed to be modernised by incorporating the latest features and functionalities, thereby making it more responsive to the needs and expectations of the target audience.
- Developed and designed a responsive site that was optimised for a range of devices, including mobile devices, tablets, and desktop computers, in line with best practices and industry standards.

PROJECT EXPERIENCE

West Suffolk Hospital (WSH) UX Project

UEA, Norwich

ReactJS

Nov 2021 - Jan 2022

- Participated in a collaborative effort to enhance the outpatient experience at WSH. Our team designed and implemented unique features to optimise patient interactions with the hospital.
- Conducted user research and usability tests with over 15 users to better understand user behaviour and patterns.
- Documented all findings and utilised ReactJS and Figma to develop high-fidelity screens and prototypes.

Engineers Without Borders UK

UEA, Norwich

HTML, CSS, JavaScript

May 2021 - Jun 2021

- Collaborated closely with a team to conceptualise, execute, and verify a software solution designed for the Engineers Without Borders challenge.
- Documented and researched every aspect of the process, ultimately delivering a prototype that effectively demonstrated its salient features.
- Designed and implemented a custom application tailored to aid small businesses in rural communities to promote their enterprises and attract tourists.

SKILLS & INTERESTS

Skills: Customer Service | Adaptability | Problem Solving | HTML | CSS | JavaScript | Python | NodeJS | React | Git | WordPress | SQL | Figma | UI/ UX design

Certification & Training: Purplebeard Front-End Bootcamp