

Thiruisa Puvanenthirarasa

07862243426 | thiruisa@hotmail.co.uk | [linkedin.com/in/thiruisa-puvanenthirarasa](https://www.linkedin.com/in/thiruisa-puvanenthirarasa) | github.com/Thiruisa

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

- Handled customer inquiries and complaints with professionalism and effectively
- Resolved an average of 30 daily member inquiries, utilizing active listening skills and product knowledge to provide accurate and timely solutions.
- Actively participated in ongoing training and development programs to enhance product knowledge, customer service techniques, and regulatory compliance understanding.

Respect Yourself

Remote, UK

WordPress Volunteer

Dec 2021 - Apr 2022

- Performed the job of redesigning an existing website, making modifications to the theme to give it the desired look and feel according to requirements
- Implementing existing features and functionality from the existing site to make it modern according to the requirements
- Developed responsive sites optimised for mobile, tablet and desktop.

PROJECT EXPERIENCE

Final Year – Student Management System

Norwich, UK

ReactJS

Sep 2021 - May 2022

- Conducted primary and secondary research and created wireframes
- Conducted analysis of existing student management systems and methods on how students manage their time at university
- The core tasks were to develop a management calendar where students can manage their lectures.

West Suffolk Hospital (WSH) UX Project

Norwich, UK

ReactJS

Nov 2021 - Jan 2022

- Designed an app that could improve the way outpatients at WSH interact with the hospital and its processes as a group.
- Conducted research and created personas, scenarios, and wireframes.
- Conducted usability tests with more than 15 users to better understand user behaviour and usability patterns.
- Created high-fidelity screen designs and mobile app prototypes using ReactJS and Figma

Engineers Without Borders UK

Norwich, UK

HTML, CSS, JavaScript

May 2021 - Jun 2021

- Collaborated with a team to design and implement a solution in rural communities.
- Documented, researched and presented the outcome of the prototype created.
- Designed a website to help small businesses in rural communities promote their business and attract tourists.

SKILLS & INTERESTS

Skills: HTML | CSS | JavaScript | Python | NodeJS | React | Git | WordPress | SQL | LATEX | Customer Service

Certification & Training: Purplebeard Front-End Bootcamp