

TOMAS MRKVA

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OBJECTIVE

I am a second-year Computer undergraduate student with experience in technical customer service who is passionate about programming and new technologies, looking for experience and new eager to develop new skills.

EDUCATION

- 2019 - 2024** **MEng Computer Science with Industrial Studies, University of Southampton (Bachelor's graduation year 2022)**
- Integrated Masters course with a placement year
 - 1st year modules include: Programming in Java, Data Management, Software Modelling and Design, Algorithmics, Computer Systems. Achieved 1st class overall
 - 2nd year modules include: Distributed Systems and Networks, Theory of Computing, Programming Language Concepts, Intelligent Systems, Software Engineering Group Project. Aiming for 1st / 2:1 grade.

- 2010 - 2018** **Gymnasium of Ladislav Novomesky, Senica, Slovakia**
- 8-year grammar school course with a focus on Mathematics and Informatics
 - Achieved grades 1 (equivalent to A) in Mathematics, Informatics, English, and Slovak on my final exam
 - As my major project in my final year, I developed software that can be used as a modern form of examinations of students in various subjects, using programming language C and database structures

EXPERIENCE

- 02/2019 - 08/2019** **Customer Care Representative, AT&T Global Network Services s.r.o., Bratislava, Slovakia**
- Verbal communication with American customers in a Technical department
 - Assisted customers with resolving issues with AT&T products, making sure that all their issues were addressed accordingly with the quality protocols
 - Exceeded both team and individual monthly targets
 - Delivered a high standard of customer service
- 04/2018 – 07/2018** **Marshall, Penati Golf Club, Senica, Slovakia**
- Organized various golf tournaments for different partners
 - Ensured that games went smoothly, resolving any in-game difficulties

SKILLS

- Teamwork**
- Teamed up with a friend to work on an app development project using Flutter, working together, and discussing design and functionality.

IT Skills	<ul style="list-style-type: none"> • Java - advanced • JavaFX framework and Android development • Bash scripting - intermediate • SQL - intermediate • Flutter/Dart - beginner • C - beginner • Version Control
Responsibility	<ul style="list-style-type: none"> • As the first point of contact for customers of AT&T, I carried a responsibility to represent the company's business in a positive light. • Managed any unexpected situations while following protocols and policies.
Communication	<ul style="list-style-type: none"> • In AT&T, I developed confidence in my verbal communication skills, being required to react under pressure to resolve difficult customer situations.
Language	<ul style="list-style-type: none"> • English – fluent (IELTS Academic Certificate mark 8.0) • German – basic • Slovak – native

LEADERSHIP

As a captain of a 5-member amateur eSport team, I managed and organized transportation and participation in various computer game tournaments across Slovakia.

INTERESTS AND ACHIEVEMENTS

- **Programming projects:** worked on a simple android **social media app** in **Java**, currently trying out android app development with **Flutter/Dart**, teamed up with a friend. The latest project we work on is a Food app.
- **Sports:** Ice hockey (10 years of career), recreational swimming
- **Art:** Painting, multiple samples of my work were displayed in local art exhibitions
- **Computer games:** Captain of a team which placed 3rd in a national tournament in the game "League of Legends"
- **Writing:** Articles that I wrote to and published to my friends' magazine were recognized and issued in a well-known magazine for English learners

REFERENCES

Dr Richard A. Watson
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 University of Southampton Highfield Campus
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