TOMAS MRKVA

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Portfolio:	tomasmrkva.github.io

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, Cyber Security, 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	• Java - advanced
	• JavaFX framework and Android development
	• Bash scripting - intermediate
	• SQL - intermediate
	• Flutter/Dart - beginner
	• C - beginner
	• Version Control
Responsibility	• 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	• In AT&T, I developed confidence in my verbal communication skills, being required to react under pressure to resolve difficult customer situations.
Language	• 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
Academic staff, personal tutor
University of Southampton Highfield Campus
University Rd, Southampton SO17 1BJ

Ms. Kristína Vranová,
Manager, Customer Care at AT&T
AT&T Lakeside Park 01,
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