

TOMAS MRKVA

Address: Green Wood Court, Bassett Green Rd, Bassett, Southampton SO16 3QB
Mobile: +44 7407 313641
Email: mail.tomas.mrkva@gmail.com
LinkedIn: linkedin.com/in/tomasmrkva
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

- 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
- Ensuring 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
 Academic staff, personal tutor
 University of Southampton Highfield Campus
 University Rd, Southampton SO17 1BJ
Tel: +44 (0)23 8059 2690
Email: R.A.Watson@soton.ac.uk

Ms. Kristína Vranová,
 Manager, Customer Care at AT&T
 AT&T Lakeside Park 01,
 Tomášikova 12735/64,
 Bratislava, Slovakia, 831 03
Tel: +421 918 596 780