

# TOMAS MRKVA

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**Portfolio:** tomasmrkva.github.io

## OBJECTIVE

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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

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

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- 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

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

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

## LEADERSHIP

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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

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- **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 3<sup>rd</sup> 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

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**Dr Richard A. Watson**  
 Academic staff, personal tutor  
 University of Southampton Highfield Campus  
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