



Alexander Donovan-Lowe

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GitHub: <https://github.com/up859011?tab=repositories>

PROFESSIONAL SUMMARY

Somebody who is looking to make a positive impact, with a tenacious work-ethic and a passion for making others' lives better, where I know I will be a great team player as both a leader and a member.

SKILLS

- Knowledge of several programming languages, and use of a command-line interface
- Team Leadership
- Fluent in English
- Superb customer service skills due to my naturally calm nature, and years of experience in these roles
- Written competence in Swedish and Spanish
- Excellent record of punctuality
- Self-motivated
- Great capacity to understand new concepts and apply them correctly

EDUCATION

Bachelor of Science | Computer Science 2022

University of Portsmouth, Portsmouth, United Kingdom

- Awarded a 3.83 GPA for my academic performance for my first year, allowing me to go to the University of Gothenburg in Sweden to continue my studies for my second year.

Masters of Science | Computer Science 2020

University of Gothenburg, Göteborg, Sweden

- Continuing Computer Science education with topics such as; Operating Systems, Algorithms, Artificial Intelligence, and Computer Security.
- Studied here as an international exchange student for one and a half semesters (disrupted by COVID-19).

WORK HISTORY

DIVERSITY AND INCLUSION CHAMPTION 10/2020 to 07/2021

University of Portsmouth, Student's Union | Portsmouth, Hampshire, UK

- Communicated with students from a BAME background to discover what they felt needed to change.
- Helped university staff create course content that was more inclusive, and not exclusive or derogatory in anyway.
- Co-ordinated campaigns to get a Zero-Tolerance to Racism policy put into practice at the union and at the university.

TEAM KNOWHOW MOBILE EXPERT 07/2017 to 08/2019

Carphone Warehouse | Southampton, Hampshire

- Helped the management team with the training, and professional growth of other employees.

- Helped customers to understand their devices, in a clear and concise manner that required them to have no prior knowledge of the device itself.
- Supported all colleagues in improving operations and resolving issues to deliver top-notch customer service.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions regarding contracts, faulty handsets, and our available services.
- Researched and updated all required materials needed for colleagues in store.
- Worked directly with mobile manufacturers to increase their sales.

TEAM MEMBER

06/2016 to 06/2017

McDonald's | Southampton, Hampshire

- Provided a great standard of service to each customer by always greeting with a smile and being patient with them.
- Resolved issues quickly to maintain productivity goals.
- Contributed to team success by completing multiple jobs quickly and accurately.
- Went out of my way to become adept at all the various jobs that could be done around the workplace.
- Sought out ways to go above and beyond the basic job requirements.

REFERENCES

- Rachael Hewitt - Tutor during my college education (Grades 12-13)
Bellemoor Road, Richard Taunton Sixth Form College, SO15 5RL
hewittr@richardtaunton.ac.uk
- James O'Shaugnessey - Manager while at Carphone Warehouse
Carphone Warehouse, 38 Above Bar Street, SO14 7DR
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