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|  | Alexander Donovan-Lowe  07399909699 | E: alexdonovanlowe@gmail.com  10 Greenwood Avenue, Southampton, Hampshire SO16 8JS  GitHub: <https://github.com/up859011?tab=repositories>  10 Greenwood Avenue, SO16 8JS, Southampton, Hampshire |

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| **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. | |

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

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| **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). | |

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| **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. | |

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| **References** | |  |  | | --- | --- | |  | * Janka Chlebikova – Tutor during second and final year of university   University of Portsmouth, Buckingham Building, Room 1.24, PO1 3HE  [janka.chlebikova@port.ac.uk](mailto:janka.chlebikova@port.ac.uk) - +44 2392 846426   * Rama Hilouneh – Manager while at Student’s Union   University of Portsmouth Student’s Union, Cambridge Road, PO1 2EF  [rama.hilouneh@upsu.net](mailto:rama.hilouneh@upsu.net) - +44 7778 433292 | |