PLAMEDI BALOLO

Final Year Computer Science Student

✉ plamedibalolo18@hotmail.com
📞 +353894026912
📍 Tallaght, Dublin, Ireland
in www.linkedin.com/in/plamedibalolo

EDUCATION

Level 8 Bachelor's of Honours degree
Computing with IT Management
Technological University Dublin
📅 Sep 2019 - May 2024

Software Development with Games Design
Greenhill's College of Further Education
📅 Sep 2018 - May 2019
🎓 Distinction

Leaving Certificate (HS Diploma)
St.Paul's Secondary School
📅 Sep 2012 - May 2018

SKILLS

IT Skills
- Networking (Routing & Switching)
- Python
- Java
- HTML, HTML5, CSS
- JavaScript, Node.js
- SQL
- Linux
- Windows Commands
- React, Bootstrap
- Active Directory

CAREER OBJECTIVE

As a final year Computer Science student at Technological University Dublin, I am passionate about learning new technologies and applying them to real-world problems. I have completed a Level 5 Software Development with Games Design degree with a Distinction at Greenhill's College of Further Education, where I gained knowledge and skills in Java, HTML, CSS, Unity, and Android Studio. At Technological University Dublin, I currently gained knowledge and skills in Oracle Database, Troubleshooting, Linux, Data Visualization, MySQL, Problem Solving, Analytical Skills, SQL, JavaScript, Networking, Troubleshooting, Python (Programming Language), Enterprise Architecture, Big Data and Azure DevOps Server. I also have eight months of experience as an IT Analyst at DHL Supply Chain, where I resolved production support issues, performed troubleshooting, debugging, and testing of applications, configured and installed software and code. I also have a balloon decor business that I enjoy.

WORK EXPERIENCE

Balloon Artist (CE0) | Freelance

Galaxy Balloons

📅 May 2021 - current   📍 Dublin, Ireland

- Utilized social media for marketing purpose with respective customers.
- Effectively managed different projects concurrently to achieve maximum quality and on-time delivery.
- Delivered great service and focus on customers both directly and over the phone.

Customer Service Representative

WAYNUA

📅 Nov 2022 - Jun 2023   📍 Dublin, Ireland

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Keep records of all conversations in our call center database in a comprehensible way

IT Analyst Intern

DHL Supply Chain

📅 Jan 2022 - Aug 2022   📍 Dublin, Ireland

- Resolves production support issues in a timely manner.
- Analyzes and provides technical support for moderate to complex application
- Performs troubleshooting, debugging and testing of application software
- Configures and installs software and code in accordance to change
- Upgrades and migrates existing applications to new versions and new
- Installs software patches and ensures best practices are used for software
- Analyzes support issues to identify repeat issues and proactive measures to prevent re-occurrences

- Private Cloud Architecture
- Cloud Security and IOT, MQTT
- Android Studio
- Continuous Integration & Testing
- Oracle Database
- Agile Methodologies
- System Administration
- MongoDB
- Tableau
- Git
- Microsoft Azure

General Skills

- **Customer Service / Interpersonal -** In WayNua, I gained communication abilities that enable me to adapt to and effectively deal with any issue that a customer may have. During my course, I practiced my presentation abilities by presenting IT topics.
- **Teamwork** - In addition to my teamwork as a WayNua, I have developed teamwork skills while working on projects and assignments in several modules throughout my course.
- **Time Management** - Complete tasks within a constrained schedule at a consistently good standard.

CERTIFICATIONS

- *2004 - 2018 :* Received plaques and medals for my attendance in Primary and Secondary school.
- Received an academic certificate from the Board Of Management in Primary school.
- Received DELF Certificate from the French Embassy.

ACTIVITIES

- I use my knitting skills to create baby blankets and toys which I donate to my local hospital's NICU.
- I play video games and I love travelling. I love nature exploring and reading the bible.

- Develops and installs appropriate proactive solutions for the prevention of reoccurring issues
- Communicates effectively with manager, peers, and internal customers to relay status of work and raise challenges, concerns, questions, and issues as necessary
- Creates software release notes, support documents, and user documentation

PROJECTS

4th Year: Web Application Firewall

Plamedi Balolo

📅 Sept 2023 - Apr 2024

- A web application firewall that prevent hackers and malicious threats from coming in the website.

2nd Year: TV Shows Review Page Application

Group Project

📅 Jan 2021 - Apr 2021

- Allowed several users to edit/modify reviews on their favourite shows.
- **Technologies & Tools Used:** Visual Studio Code, Python, MySQL, Oracle Cloud Infrastructure, Javascript, CSS, Linux shell scripting, and HTML.
- **Challenge faced:** Finding a way for many users to add reviews to the same tv show at the same time

Medieval Labrinth Game

Plamedi Balolo

📅 Jan 2019 - Apr 2019

- First Person game using Unity.bout a peasant finding the keys to the gate to get home by finding six keys in a forest maze with enemies in them

Whipped

Plamedi Balolo

📅 Jan 2019 - Apr 2019

- An interactive website that serves cupcakes. Includes a home page with a video on how to make a unicorn cupcake, an about page , an order page and also a contact page. I also uploaded the website using FTP. **Technologies & Tools Used:** HTML and CSS.

BlackJack Game in Java

Plamedi Balolo

📅 Jan 2019 - Apr 2019

- A console version of Blackjack using Java.
- **Technologies & Tools Used:** Notepad++ and Eclipse IDE.