**PROFESSIONAL PROFILE**

I am an ambitious and hardworking individual who has gained excellent customer service skills from working with large retail businesses. Following a placement with two retail stores, a private bank and having worked for a marketing company as a brand representative, I have gained valuable experience working with customers, always doing my best to increase sales.

**EDUCATION AND QUALIFICATIONS**

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| **City, University of London** | **September 2020 - Now** |

* Currently studying my first year of Computer Science BSc.

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| **City of Westminster College – BTEC Level 3 Extended Diploma in IT** | **September 2018 – May 2020** |

* Achieved D\* in my first year.
* Achieved D\*D\*D\* in my second year.

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| **Chelsea Academy – GCSE’s** | **September 2015 – July 2017** |

* Achieved 8 GCSEs A\*- C including Maths and English.

**WORK EXPERIENCE**

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| **Tutoring GCSE Computer Science** | **September 2020 - Now** |

* I am currently tutoring a GCSE Computer Science student every week until their GCSE exams.
* I am ensuring that any topics they are struggling on will be explained to and thoroughly gone over to ensure they are ready for the exam.
* I give them a little bit of homework every week to ensure that they remembering everything from the lesson.

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| **Brand Representative for Octopus Energy, V5 Marketing** | **August – September 2019** |

* I learnt how to pitch to customers in order to make sales. I also learnt how to communicate effectively with customers even if they showed disinterest in the product.
* Working for this brand involved a very steep learning curve as I had to learn everything from scratch, and I adapted very quickly to the process of selling to sceptical customers.
* Unexpected sales towards the end of the day were always a possibility, so constantly remaining motivated and sharp were key traits for the job.

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| **Investec Bank (Work Experience)** | **August 2019** |

* I worked with the company’s application and website developers to learn how they program different applications and the process of them coding very large projects.
* I worked with the company’s IT trade support team and helped to rebuild the software on some of the company’s laptops. In addition, I helped fix some of the hardware problems for the staff.
* I worked with the company’s IT service desk and responded to staff calls for help with IT related issues.

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| **Customer Assistant, Marks & Spencer (Work Experience)** | **December 2018** |

* I was set tasks throughout the day and completed them quickly and efficiently, asking for new tasks once tasks were finished.
* These tasks included greeting customers, looking after stock levels and assisting customers with any queries.
* I was responsible for making sure the store was kept pristine and all shelves were stocked with excellent presentation.

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| **Retail Sales Associate, The Co-Operative (Work Experience)** | **June 2016** |

* I was trained on how to communicate with customers to ensure that they receive a positive service.
* I prioritised the customer’s needs and learnt how to present special offers on products or services instore.
* I was set several tasks by my line manager including organising display products, restocking shelves and ensuring the store was thoroughly looked after.

**KEY SKILLS**

* **Teamwork** – I know how to be a good team player, this could be with the several jobs that I have been with or even with classmates, I have shown good teamwork as I have been able to work within a group and effectively make sure that the goal I have been set is completed. This allows me to get along easier with my co-workers and be more efficient with the team.
* **Communication** – Having done numerous school presentations in subjects such as Computing and having worked as a brand representative for V5 marketing, I have had to confidently communicate my ideas with my peers and ensure that I can speak to customers that I am pitching to effectively.
* **Customer service** – My time at The Co-operative and Marks & Spencer showed me how to better understand customer’s needs and how to identify and resolve their problems in an effective way leading them to have a pleasant shopping experience.
* **IT Skills**– I am proficient in Microsoft Office including Excel, Word, Outlook, and PowerPoint. I received a Distinction in ECDL. I have learnt how to program in Python, SQL, Visual Basic and HTML.

**INTERESTS**

I have a strong interest in computer science specifically games development, artificial intelligence and cybersecurity. One of my passions and hobbies is football as I have been playing the sport since the age of 6. I also go to the gym regularly to keep fit and healthy. I have also received several awards from schools and clubs for my initiative, determination and leadership that I presented when playing football.