

MINAS AGHOPIAN

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<https://aghopianm.github.io/portfolio-website/>

Location: I am available to work anywhere in the EU, I am currently studying online, part-time.

Right to work: British and EU/Croatian citizenship – Full UK and EU work permit, Bilingual English/Croatian

EDUCATION

University of York York, United Kingdom	June 2024 – June 2026
<i>M.S. Computer Science with Artificial Intelligence</i>	Grade: 3.6 GPA
Relevant Coursework: Data Structures and Algorithms, Applied AI, Advanced Programming, Artificial Intelligence and Machine Learning, Computer Architecture and Operating Systems, Computer and Mobile Networks, Software Engineering, Big Data Analytics, Dissertation Modules	

TECHNICAL SKILLS

- C, C++ (Boost, Qt) Java (Spring Boot, Native, JUnit), Python (Flask, Django, Pytorch, Tensorflow, Pandas, Numpy, Matplotlib, Scikit-learn), JavaScript (React.js, Node.js) Git, Github, Docker, SQL, MongoDB, VSCode, Agile, AWS

WORK EXPERIENCE

Slack Archiver	2024
<ul style="list-style-type: none">• Developed a comprehensive Slack archiving solution that preserves communication history beyond Slack's 10,000-message limit, ensuring long-term data retention.• Built a RESTful API with Flask to provide programmatic access to archived Slack messages, offering flexible and scalable endpoints for data retrieval.• Engineered an SQLite database to store Slack messages with advanced data management techniques, including efficient retrieval and pagination for large data sets.• Implemented multi-threading to support continuous message archiving, ensuring real-time data preservation and retrieval without interruptions.	
AI child mortality prediction application	2024
<ul style="list-style-type: none">• Conceptualized and engineered an AI-driven application that accurately predicts global under-five child mortality rates with 96% accuracy, aiding in strategic policy formulation and intervention planning.• Leveraged advanced machine learning frameworks, including Scikit-learn and TensorFlow, to develop and train predictive models on a large, multi-regional historical health dataset.• Designed and optimized neural networks for high precision, validating results against comprehensive datasets to ensure reliability across diverse demographics.• Delivered actionable insights into mortality trends, showcasing the application's potential to drive impactful decisions in public health and global development.	
Data Science: Analysing Computer Science Student Data	2024
<ul style="list-style-type: none">• Conducted an in-depth analysis of a large dataset of computer science students, uncovering trends in grades, course selection, and student outcomes to drive data-informed decisions in academic advising and curriculum development.• Utilized Pandas, NumPy, Matplotlib, and Scikit-learn to perform statistical analysis, create compelling visualizations, and build predictive models.• Developed machine learning models to forecast student success, providing actionable insights for improving retention rates and optimizing academic programs.	
AI Chatbot	2024
<ul style="list-style-type: none">• Designed and implemented an AI-powered chatbot for an e-commerce platform, enabling natural language conversations to enhance customer support and product recommendation services.• Utilized Python, Natural Language Processing (NLP), TensorFlow, and Flask to build a scalable, production-ready solution integrated with multiple APIs for seamless user interaction.• Delivered a robust system capable of automating routine inquiries, driving operational efficiency, and enhancing the customer experience.	

IT Helpdesk – Sainsburys/Webhelp (Large grocery retailer)

11/2020 – 08/2021

- Provided **first-line technical support** for customers encountering issues with **online grocery home delivery** and **click-and-collect systems**, resolving **60-100 inquiries daily** through phone support.
- Diagnosed and troubleshooted a range of technical issues, including **account access problems, payment errors**, and **system outages**, ensuring minimal disruption to customer experiences.

Recruitment Consultant

September 2021 - Present

- Worked across multiple recruitment agencies in a variety of roles, from Recruitment Consultant to Managing Consultant and Founding Consultant.
- Specialized in **Governance, Risk, and Compliance (GRC)** recruitment, focusing on the Financial Services and Insurance sectors across the **UK, EU, and USA**.
- Successfully built client relationships and managed hiring campaigns for large clients, including banks and asset management firms.
- Managed and led teams across multiple time zones, achieving substantial invoicing totals, including £143,000 and \$183,000 in previous roles.
- Developed key business skills such as **business development, client relationship management**, and **team leadership** while working in start-up and established environments.
- Awarded multiple accolades, including **Top Trainee** and **Consultant of the Month**, reflecting high performance and billing success.
- Gained significant experience in **selling services B2B**, managing senior stakeholders, and overseeing operational functions like payroll and back-office administrative tasks.

Supervising Waiter

01/2016 – 08/2020

- Take care of customer complaints and resolve them in a timely fashion.
- Provide the ideal guest experience.
- Ensure effective money management by effectively tracking sales and upselling.
- **Top salesman** at every restaurant I worked in.