

# MINAS AGHOPIAN

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<http://minasaghopian.com/>

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

<b>University of York</b>   York, United Kingdom	June 2024 – June 2026
<i>M.S. Computer Science with Artificial Intelligence</i>	Grade: <b>3.6 GPA</b>
<b>Relevant Coursework:</b> 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

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

## 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.