AMALAMOL RAJU

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PERSONAL PROFILE

A passionate, hard-working final year BSc (Hons) Computer Science undergraduate with in-depth knowledge gained in technical programming languages like Python, HTML, CSS, Java, etc. Strong communicator with proven experience of working within high demand stores dealing with customers from various backgrounds both local and international. Possessing excellent client-facing skills, problem-solving, and identification for opportunities of improvement. Strong team player and able to deliver results for team and individual tasks. Looking for opportunities to develop my skills.

EDUCATION

BSc (Hons) Computer Science | Oxford Brookes University

SEPTEMBER 2017 – PRESENT

MODULES COMPLETED:

- COMP 4004 - Understanding Programming (Double Python)
- COMP 4009 - Foundations of Computer Systems
- COMP 4007 - Networking and Multi-Media
- COMP 4005 - Introduction to Object-Oriented Programming (Java)
- COMP 4003 - Professional Software System Design
- COMP 5017 - Data Structures and Algorithms
- COMP 5020 - Foundations of Security
- COMP 5022 - Innovative Product Development (Double)
- COMP 5013 - Web Application Development (HTML/CSS/JQuery/JavaScript)
- COMP 5004 - Software Development with C and C++
- COMP 6030 - Software Engineering
- COMP 4006 - DevOps
- MATH 4004 - Mathematics for Computing
- COMP 5011 - Databases
- COMP 5001 - Foundations of Computation
- COMP 5015: Work Experience Placement

CURRENT MODULES:

- COMP 6011 – Machine Learning
- COMP 6013 – BSc Computing Project (Double)
- COMP 6032 – Artificial Intelligence
- COMP 6015 – Principles of Secure Operating Systems
- COMP 6018 – Advanced Object-Oriented Programming
- COMP 6031 – Cloud Computing and the Internet of Things

A-LEVELS and GCSE's | Kettering Science Academy
MARCH 2012 – AUGUST 2017
- A-LEVELS: Cambridge Technicals (Distinction*), Applied Business (C) and Product Design (D)
- GCSE's: 9 B-E grades including Mathematics and English

EXPERIENCE

Booking Valuation & Survey Coordinator (Temporary) | e.surv Chartered Surveyors - Kettering Northamptonshire
JUNE 2021 – SEPTEMBER 2021
Ownership of booking surveyor inspection appointments with our customers from across the UK. Working to agreed targets and SLA's to ensure our customer journey is quick, professional and consistent. Acting on behalf of our clients to ensure the service we offer meets their requirements as well as ensuring a good impression of them and us as companies.
Main Responsibilities:
- Take inbound/make outbound calls to book surveyor inspections by telephone across the UK
- Work to booking targets (number of appointments booked per day, number of calls made, telephones specific targets)
- Use assertive/persuasive skills to book appointments within client SLAs
- Ensure the customer journey when booking the appointment is easy, professional, and focused on customer service
- Achieve operational excellence in all aspects of activities, processes, and procedures undertaken.
- Promote e-surv in all written and oral communications.
- Develop and maintain excellent staff relationships with internal colleagues and external suppliers and customers.

Customer Assistant - Festive Colleague (Temporary) | Tesco – Oxford Retail Park, Oxford, Oxfordshire
NOVEMBER 2020 – DECEMBER 2020
Key team member of an essential food retailer with a high demand and constant flow of customers.
Main Responsibilities:
- Operating Checkout tills
- Checking customers' age on age-restricted items
- Taking payments
- Removing security tags
- Processing store loyalty cards, coupons, and vouchers

Information Systems Intern | RCI Financial Services – Maple Cross, Rickmansworth, Hertfordshire
JULY 2019 – JULY 2020
Placement within an automotive and financial company providing financial support to customers buying vehicles.
Main Responsibilities/Work Completed:
- IS Production, project, and development work
- Automated testing using Selenium.
- Automating web services and bug fixing.
- Bug fixes in Java using the Eclipse IDE and SQL.
- Automated FAQs project work
- Support for the Organisation and Projects Team e.g., setting up the IS Satisfaction Survey, providing user/dealer network support, and setting up system accesses.

Team Member Star | Pret A Manger – Bicester Village, Bicester, Oxfordshire
OCTOBER 2017 – MAY 2019
Key team member of large restaurant within a designer outlet. High demand store with constant flow of customers both local and international.

Main Responsibilities:

- Actively greeting customers and maintaining consistent levels of communication and service across the restaurant
- Taking decisive actions to improve customer services and restaurant experience
- Dealing with customer queries, complaints, and orders on a regular basis
- Maintaining clean and visual standards across the store
- Operating tills
- Assisting barista and customers

Key Achievements:

- Mystery Shopper Outstanding Card (x2)

Work Experience Student | Northampton College, Northampton Saints Rugby Club, Northampton, Northamptonshire
JULY 2014 – JULY 2014

- One day event where I changed the controls for a game like the background colour, game layout, formatting, etc.

TECHNICAL / KEY SKILLS

SKILLS	WHERE USED	LEVEL OF COMPETENCE
PHP	As part of my University module project group work in completing the backend of the HTML and CSS forms as part of the Agile Development group work	Beginner
MySQL	As part of my University module assignment	Intermediate
JavaScript	As part of my University module assignment	Beginner
C, C++	University module assignment	Beginner
Java	University module assignment	Advanced
Python	University module exercises	Intermediate
HTML, CSS	Designed my own personal portfolio and as part of my A-level assignment projects	Advanced
Microsoft Word	Constant use for university assignments	Advanced
Microsoft Access	As part of my A-level assignment projects	Advanced
Microsoft Excel	As part of my A-level assignment projects	Advanced
Microsoft Publisher	As part of my A-level assignment projects	Advanced
Microsoft PowerPoint	As part of my A-level assignment projects	Advanced

Communication

- Experience of liaising with younger students and teachers in my role as a Prefect at Kettering Science Academy. Found different ways of explaining things to help Year 9 students with their Mathematics homework. Communicating with other student council members as part of my role as a student council member to discuss possible solutions that will help improve the academy life.
- Presented project work both individually and as part of a team during my Applied Business and Cambridge Technicals A-Level. This involved preparing PowerPoint slides, delivering a presentation to a varied audience, making websites, creating databases and producing a written report.
- Experience of communicating with customers and the barista in my role as a Team Member Star at Pret A Manger to order the customer's drinks, taking customer's orders and dealing with the queries that the customers might have.

Teamwork

- Worked in a team to complete a project in an Agile Development process environment.

Responsibility

- Running Youth Groups in churches, actively involved in Sunday School.
- Teaching young children stories from the bible.
- Experience of cleaning shop displays and tidying up ready for the next day.

Project Management

- Managed projects for my team as part of my A-Level Product Design course in order to make sure that the final product meets the requirements of the user/client. Analysed measurements using ergonomics and anthropometrics to meet the requirements. This resulted in the user/client being happy with the product.
- Managed my project team documents and tasks as part of the Agile Development process in order to make sure that we completed our project by the end of the seven sprints by conducting a plan at the start of each sprint to help with what to accomplish by the end of that sprint and an evaluation/review at the end of each sprint to see what we as a team did well and what we could do different, also to keep track of how far we are to completion.

Organisation

- Managed my time at university to meet multiple coursework deadlines whilst working as a part-time Team Member Star at Pret A Manger in Bicester Village.

Problem-Solving

- Dealing with problems in a calm and professional manner during very busy shop times. This involved in me staying calm and trying to re-solve customer problems or queries in an attentive manner while working under pressure to reduce the queuing timings to maintain customer satisfaction.

ACCOMPLISHMENTS

- Awarded Video Game Programming Basic Level by Computer Xplorers SE Wales in October 2008.
- Awarded a Bronze award for 3rd place in the Bee-Bot Olympics by Computer Xplorers SE Wales in July 2008.
- Awarded CSI with Computer Microscopes and Bee-Bot Olympics by Computer Xplorers SE Wales in July 2008.

INTERESTS

- Enjoy playing and watching football as well as playing badminton.
- Play the keyboard.

REFERENCES

- AVAILABLE UPON REQUEST