

Rishi Bagga

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Personal Profile:

I am currently a final-year student at City, University of London working as a Business Analyst at 20th Century Fox, 4 days a week. I have challenged myself to balance my work around my studies, whilst tutoring students over the week. I am working towards a Computer Science degree developing my technical knowledge in programming and high level languages as well as my strategic and problem solving skills, in preparation for a desktop systems role. Moreover, I also have built my knowledge around producing and managing reports as well as SQL databases, working on different projects and operating systems helping clients and my peers.

Education

City, University of London September 2015 – Present
Bachelors of Science (Hons) Computer Science
Expected to Graduate in June 2019.
Current grade average is 67% (2:1)

Programming Languages

Java/HTML – Intermediate
PHP – Beginner
Processing – Intermediate
Blue J – Beginner

Software Packages

SPSS – Intermediate
CRM – Advanced
Android Studio – Beginner
T24, 4Tress – Advanced

Operating Systems

OS X
UNIX, LINUX
Mac

Relevant Employment Experience

July 3rd, 2017 – Present

Business Analyst

Twentieth Century Fox

Provide day-to-day support across all Fox applications within scope. Receive and log all support calls received by telephone, email or in person. Participate in meetings with the business as required to increase knowledge of business processes, resolve issues and improve the way IT works with the business.

October 2016- June 2017,

Sales Demonstrator

Google

Providing exceptional customer service to customers, depicting the uniqueness of Google and its products, i.e. the Google Pixel phone, building rapport and maintaining a professional image. One of the many ways of providing service is to make the customer feel valued, maintaining a zestful attitude whilst having extensive knowledge about the product. This therefore gave me more of a chance to sell the Google device.

Aug 2013 – Aug 2013

Digital Marketing

Arch Agilisys

Working on a project for Godaddy.com to ensure that the correct marketing method attracted the customers attention leading them to purchase the domains and designs of their website. I worked in a team and independently presenting my ideas to the group, finding solutions to complex problems, highlighting the factors in order to reach our targets.

Additional Experience

June 2013 – Present

Private Tutor

Tutoring children aged 7-17 English, Math and Science.

Sept 2014 – April 2015

Contact Centre Representative

Metro Bank

Proficiency with computer software programs, making decisions and solving problems. Completing customer transactions quickly and efficiently, following the security procedures.

Projects & Achievements

Certified in CRM, 4tress and T24 – Completed April 2015

Completed a game on Java and Processing. – Completed June 2016. This was completed in my first year of my degree and would relate to this role, as I would contribute towards infrastructure support and maintenance. Developed a mobile application through Android Studio, which facilitated in becoming more confident and proficient in coding.

Hobbies and Interests

Indian Drumming
Badminton
Hackathons