

# Rishi Bagga

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## Personal Profile:

I am currently a final-year student at City, University of London studying 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

**2015 – Present**

**City, University of London**

### **Year 1 Modules & Grades:**

Programming in Java (double)  
Software Engineering  
Systems Architecture  
Mathematics for Computing  
Business Systems (double)  
Computation & Reasoning

58.8  
65.5  
69.1  
67.4  
80.0  
71.6

### **Year 2 Modules:**

Professional Development in IT  
Data Structures & Algorithms  
Object Oriented Analysis Design  
Programming in C++  
Networks & Operating Systems  
Language Processors  
Team Project

63.1  
55.6  
45.8  
59.6  
63.8  
63.0  
76.3

## Programming Languages

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

## Software Packages

**Microsoft Office** – Advanced  
**CRM** – Advanced  
**Android Studio** – Beginner  
**T24, 4Tress** – Advanced

## Operating Systems

OS X  
UNIX, LINUX  
Mac

## Relevant Employment Experience

**July 3<sup>rd</sup>, 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 7-20 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