Jonathan Carrillo Sanchez

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EDUCATION

University of Westminster **Cavendish, London, England**
Bachelor of Science in Computer Science Sept. 2019 - July 2023
- Awarded First Class Honours, activities include Programming Society Vice President, E-sports Society
- **Relevant Coursework**: Mobile App Dev (Android, Kotlin), Native App Dev (iOS, SwiftUI), Final Year Project (SwiftUI)

WORK EXPERIENCE

Cardonet **London, England**
Technical Support Oct. 2019 - March 2021
- Accelerated the rate at which overall primary customer tickets were accomplished by undertaking a large volume of subsidiary tasks, which resulted in an increase in satisfied customer ratings of 12%.
- Delivered exceptional front-line technical support to end-users from a variety of over 50 clients, swiftly resolving IT issues to minimize downtime and enhance user satisfaction.
- Proficiently managed Active Directory, ensuring smooth user authentication, security, and access control within the organization.
- Created comprehensive documentation of IT tasks, providing easy-to-follow guides for internal users, resulting in increased efficiency and reduced dependency on support resources.
- Streamlined Office 365 administration, optimizing productivity and collaboration for end-users while overseeing licensing and user management.
- Guided fellow support engineers about technical details and protocol to promote working relationships, as well as delegating tasks aimed at improving their proficiency in the role.

TK Maxx **Oxford Street, London, England**
Night Shift Associate July. 2022 - Dec. 2022
- Optimized store operations by Streamlining night shift processes, resulting in a more efficient and organized store layout, contributing to improved customer experience and record-breaking sales of £1 million for two consecutive weeks during the peak of the Christmas period.
- Enhanced loss prevention measures by implementing proactive loss prevention strategies during night hours, leading to a significant reduction in theft incidents and safeguarding store assets.
- Demonstrated merchandising excellence by skillfully replenishing inventory, ensuring shelves were consistently stocked and well-presented, and contributing to a visually appealing shopping environment with over 80 product departments.
- Exhibited exemplary teamwork by collaborating seamlessly with a diverse team of colleagues to ensure smooth store operations, receiving commendations for exceptional teamwork and reliability when handling departments by myself in time-pressured circumstances.

INTERNSHIP EXPERIENCE

Bright Network IEUK 2023: Technology **Remote**
Intern June - July 2023
- Engaged with a cohort of over 10,000 students, graduates, and professionals from various skill levels and backgrounds. Learned to effectively network, share ideas, and collaborate with others to address complex challenges.
- Participated in a week-long micro hackathon focused on using technological innovation to support SMEs in their journey to Net Zero Carbon Emissions. Analyzed the critical issue of reducing carbon emissions for small businesses and the impact on sustainability.
- Devised a creative blueprint solution to serve as a dashboard, providing real-time data and insights on a company's carbon footprint using draw.io, and pitched my idea to other interns. The potential solution facilitated sharing ideas and knowledge, promoting collaboration with business partners across supply chains to achieve sustainability goals.

LEADERSHIP EXPERIENCE

Programming Society, University of Westminster **London, England**
Vice President Sept. 2021 - June. 2023
- Managed and supervised weekly society events, splitting into groups of 4 or 5 members to tackle 5-10 challenging coding exercises every week for 2 hours per event.
- Collaborated with board members on workshops and independently through social media that generated over £100 for extra society funds and increased membership by 10%
- Connected with fellow university students to recruit staff members to facilitate society roles such as Social Media Manager, which produced advertisements that increased followers by 20%

SKILLS & INTERESTS

Skills: SwiftUI, Kotlin, Python, Java, HTML / CSS, SQL, PHP, Javascript, Git
Languages: English (native), Spanish (professional proficiency).
Interests: Computer enthusiast, playing guitar, cloud computing podcasts, AWS services, public networking events, and hackathons.