

Jonathan Carrillo Sanchez

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EDUCATION

University of Westminster

Bachelor of Science in Computer Science

London, England

Sept. 2019 - Present

- Predicted to achieve First Class Honours
- Programming Society, E-sports Society, Boxing Club Society

WORK EXPERIENCE

Cardonet

Technical Support

London, England

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 by 12%
- Delivered excellent customer service to various clients from over 50 organizations, adapting to clients from several work environments and familiarizing myself with each
- Guided fellow support engineers about technical details and protocol to promote working relationships, as well as delegating tasks aimed to prove their proficiency in the role

Cleaning & Maintenance Specialist Ltd.

Commercial Cleaner

London, England

Nov. 2018 - June 2019

- Operated effectively in a team to accomplish a high standard of cleaning duties for a GP surgery within a specific time frame, ensuring that client satisfaction was always maintained
- Synthesized strategies with team members in response to client feedback to accommodate requests
- Developed efficient methods in order to reduce the time taken to accomplish overall tasks by 50%

LEADERSHIP EXPERIENCE

Programming Society, University of Westminster

Vice President

London, England

Sept. 2021 - Present

- Managed and supervised weekly society events, splitting into groups of 4 or 5 members in order 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 £100 for extra society funds and increased membership by 40%
- Connected with fellow university students in order to recruit staff members to facilitate society roles such as Social Media Manager, which produced advertisements that increased followers by 10%

SKILLS AND INTERESTS

Skills: Experienced in performing cleaning duties to an extremely high standard of hygiene under timed pressure. Prepared Gantt Charts in Microsoft Excel to maximize efficiency, teamwork, and communication in group projects for university assignments. Proficient in creating professional standard Google or Microsoft Word documents to facilitate reports and data.

Languages: Fluent in English and Spanish

Interests: Avid computer enthusiast and interested in programming. Enjoy playing the guitar and keeping up to date with the current tech by watching videos on YouTube on tech.