

Callum James Clapton

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2+ Years Clean UK Driving License

Personal Statement

I am a second year Computer Science (with Information Security) student seeking a year-out in industry placement for 2020/2021. I have experience in Software Development with both Java and Python programming languages and a passion for technology and computer security. I have also worked in a retail environment, dealing with customers, using teamwork and communication skills effectively.

Education

Computer Science (with Information Security) BSc

2018 – Present

Royal Holloway University of London

1st Year Grade: 77% including these top modules: Object Oriented Programming I (95%), Computer Laboratory – Robotics (96%) and Games (77%), Machine Fundamentals (81%) and Software Design (76%).

Current 2nd Year Modules: Software Engineering, Introduction to Information Security, Databases and Operating Systems.

During my degree:

- Completed two team projects for both my Robotics and Games modules. In Robotics, we programmed Lego Mindstorms using the LeJOS Java API, and in the group I worked with the implementation of behaviour and navigation-based functions.
- For the Games module, again we worked under time constraints to design and develop a project in Python through Git. Here, I implemented enemies and walls which utilised 2D vector-based collision detection.
- In the 2nd year Software Engineering module, I have been developing a graphical calculator through Java test-driven development, properly documenting it with Javadoc and using SVN to maintain all versions of the code.
- Furthermore in 2nd year, I have been developing a Restaurant management system in Laravel as part of a team project, which incorporates elements of software engineering, security and database management.
- Developed a further interest in web development and network security through the Introduction to Information Security and Computer and Network Security modules.

Bishop Justus Church of England School

2010 – 2017

A Level: Computer Science (C), Graphic Design (B), History (B)

GCSE: 11 at A-C Grade, including Maths, English and Computer Science.

Employment/Work Experience

IT Support Assistant

September 2019 – Present

Royal Holloway University of London

Working alongside the IT Support Desk at Royal Holloway, where IT services are provided to over 10,000 students and staff daily.

Current responsibilities:

- Providing a face-to-face 1st line IT Support service at the university from the on-site IT Support Office.
- Advising students and staff with regards to their use of the university IT systems, which include enquires around the campus network, university provided VPN, email usage, software installation and student data recovery.
- Recording interactions with customers through the provided incident call logging software, escalating issues and requests to the Service Desk when necessary.
- Periodically checking a number of computer and printer devices within labs around the campus to ensure they remain connected to the network and are fully functioning.
- Additionally, providing continuous service improvement to the IT team based on customer feedback when helping with issues face-to-face. For example, suggesting changes to user accounts to reduce confusion when signing in to different services.

Support Colleague
Currys PC World, Sevenoaks Branch

February 2018 – September 2018

- In charge of the in-store warehouse, where stock was stored and received for transaction with customers, often meeting deadlines to ensure that the store was consistently up-to-date.
- **Organisation:** Kept the warehouse and store-front in an organised manner, so that stock was not only easy to find for customers, but quick to locate and replenish for staff. As part of this, I took in weekly store shipments of products.
- **Teamwork:** Worked together with the rest of the store team to deliver requested items to customers through face-to-face interaction or over a handset. Occasionally staffed other areas of the store, such as the "Knowhow" bar where enquiries about hardware issues were placed, as well as on the tills and alongside other colleagues.

P/T Operations Assistant
Waitrose, Green Street Green Branch

December 2015 – March 2017

- Worked in a small team to assist in the operations of the store. This included stock replenishment, gathering items for customers, taking in deliveries and staffing the tills.
- Often setup and maintained the store IT equipment, such as the tills, office computers and hand-scanners.

Societies and Activities

- **RHUL CompSoc** – Am a member of the Computing Society since starting my university course in September 2018. Took part in various group activities with the society, such as Capture The Flag hacking events and the Royal Hackaway Hackathon in February 2019.
- **Cycling** – Participated in a number of cycling events, including the Surrey 46, London to Brighton and Palace to Palace where I raised £230 for charity, specifically the Prince's Trust.
- 2+ years full and clean UK driving license.

Other Interests

- **Web development** – Created my own website at callumclapton.co.uk and others on my Github profile.
- **Graphic design** – I have worked with the main suite of Adobe applications, including Photoshop, Illustrator and Muse. In 2016, I created a number of graphical reports and diagrams with the marketing department of Performance Direct, an insurance company, as part of my school work experience.
- **Computer hardware** – As part of my home projects, I have setup a home web and file server on my personal hardware through Ubuntu and Apache. In 2016, I assisted the IT department of Grove and Dean, a Financial Service, with their server maintenance and management of in-house enquiry management software during my work experience.

References

Available on request.