

# Christopher Arnold

## Resume

### Profile

I am a second year Computing and IT student at the Open University who has the aim to transition from customer services to software engineering. My dream job has always been to work in technology, and I cannot wait for that to happen. I am eager to gain more practical experience in the field and, as a dedicated and adaptable person, I will add value to any undertaking.

### Employment History

#### Jun 2022 - **Bright Network Internship Experience UK Technology Sector - Intern**

Worked on networking with IT industry experts and students, as well as peer-to-peer feedback. Presented and delivered a final Python coding assignment together with a teammate to display technical proficiency, cooperation and time management.

#### Feb 2018 to Jan 2022 - **Capita PLC, Southampton, UK - Customer Service Officer**

Delivered exceptional customer service by addressing and providing advice on queries and grievances connected to local government services that were received by phone and email.

#### Jan 2017 to Nov 2017 - **Arvato Bertelsmann, Frankfurt, Germany - Warehouse Operative**

Worked collaboratively to resolve operational issues in distribution to guarantee that service level agreements were pursued.

### Education

#### Jun 2022 to now - **Northumbria University, Newcastle - Bootcamp: Software Development**

Exploring the APIs and code languages used to interface with the most widely used scripting tools to improve the workflow of leading authoring tools.

#### Sep 2020 to Aug 2023 - **The Open University, Milton Keynes - BSc in Computing & IT**

Relevant modules studied: Object-oriented Java programming; Algorithms, Data Structures and Computability; Web technologies; Technologies in practice.

### References

#### **Reference 1** Mr A. Salatino, Tutor, The Open University

Supported me during the challenging Algorithms, Data Structures, and Computability module at the Open University. With his guidance, I was able to improve my understanding of key ideas in the field of computer science.

#### **Reference 2** Mr S Anderson, Line Manager, Capita PLC

He has been a valued colleague in our office since the beginning, and his wealth of knowledge has helped us achieve our goals and navigate any operational challenges.

### Contact Details

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