

CLARA POPESCU

95 Bolton Crescent, SE5 0SE • 07399012920 • clara.popescu@hotmail.com
[LinkedIn](#)

EDUCATION

BSC CREATIVE COMPUTING (2023 - PRESENT) - UNIVERSITY OF THE ARTS LONDON
GCSE & A-LEVEL (2020 - 2022) - ST KILLIAN'S COLLEGE

SKILLS

- Software (Figma, HTML, CSS, JavaScript, Python)
 - Microsoft Office (PowerPoint, Excel)
 - Languages (English, Romanian, Spanish)
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PROFESSIONAL EXPERIENCE

CCI Student Ambassador, University of The Arts London **December 2023 - Present**
Guided prospective students through campus tours, addressing inquiries related to academic life and university offerings. Additionally, provided support with registration and paperwork to ensure the seamless execution of tour operations.

Administrative Assistant , Norstella **June 2024 - March 2025**
Managed administrative tasks, ensuring customer engagement with our self-learning platform by monitoring usage and tracking user activity. Collaborated with the training team to update training materials, improving the efficiency of content delivery and overall team operations

- 2024 Norstella Hackathon: Worked in a cross-functional team to explore opportunities for improving platform efficiency based on user feedback, with the goal of enhancing customer experience and driving potential sales growth.

Customer Service Officer, Ulster Bank **August 2022 - June 2023**
Supported the bank during its withdrawal from the Irish market by preparing necessary forms and documentation to facilitate account changes. Assisted customers throughout the account switching process, managing correspondence and inquiries to ensure a smooth transition. Handled customer complaints via phone, providing timely solutions and following up to ensure resolution.

VIRTUAL WORK EXPERIENCE AND EXTRACURRICULAR 2020 - 2024

UAL CCI (Datahon Lead) - Contributed to a student-led Datathon (Hackathon) by delivering an engaging workshop on Figma, focusing on making functional prototypes. Provided hands-on support to participants and assisted with technical queries.

Deloitte (Audit) - Gained a foundational understanding of financial auditing processes, and improved my attention to detail by ensuring compliance with regulatory standards.

Kainos (Cyber Security) - Developed insights into the critical aspects of cybersecurity, including risk management and threat detection.

Springpod (Product Design) - Explored the principles of product design, focusing on user-centered design practices, and learned how to prototype and iterate on designs based on feedback to enhance user experience.