CHERYL YEUKAI MANGORO

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EDUCATION

Bedford Girls School , Bedfordshire—   **September 2011 – July 2018**
9 A* - C GCSE's, Maths - A*   English - A   Science' - A

Sir John Lawes Sixth Form , Harpenden—   **September 2018 – July 2020**
A-Level: Maths - A Biology - A Chemistry - B

Birmingham City University, Birmingham   **September 2021 – July 2025**
Bachelor of Science Undergraduate in Computer science (2nd Year)

INDUSTRY INSIGHT

BRIGHT NETWORK - Women in TEC 2023 Seminar   **September 2023**
Birmingham City University Computer Science Society   **September 2022 – Present**
Birmingham City University Hackathon   **October 2023**
JP Morgan and chase Technology Event   **September 2023**
Capital One - Data & SQL   Insight Program   **November 2023 – January 2024**

POSITIONS OF RESPONSIBILITY

Course Representative   **September 2022 - May 2023**

- 1 of 30 applicants selected. Was first point of contact for first year Computer Science students, took their views to attention of main module leaders.

WORK EXPERIENCE

JD sports — *store associate*   **JULY 2020 -JUNE 2022**
- Prepare merchandise for display
- Clean and restock the store
- Cultivating customer service and salesmanship
- Assisted customers with questions, requests and transactions.

Sainsburys— *sales associate*   JUNE 2022 – MAY 2023
- Maintaining floor appearance
- Managing inventory
- Operating tills
- maintained a 6 - month customer service representative satisfaction rating of 97%.

Student loans company - *Customer Service Specialist*   **MAY 2023 – Present**
- Support customers via Inbound call handling for General enquiries and to support customers through the Online Student Finance application process.
- Technical proficiency in Salesforce gained within 15 working days.
- created a productive method for handling customer complaints and quickly resolving conflicts, which increased customer satisfaction by 30% in just two months.

SKILLS AND INTERESTS

Coding languages: **Css, HTML5, Python, C++, Javascript, PHP, MyPHPAdmin and Linux**
Microsoft office, Visual studio, adobe premiere pro

PROJECTS

Hospital management system   *December 2022 – February 2023*
Product worked entirely from the user's (or customer's) perspective and not from just a developer perspective It was developed to be a user-friendly GUI entirely using python.

Smart Lock University project (Innovation Fest)   **February 2023 - May 2023**

Managed Team of 3 as Project Team manager. When working on this project I deduced that by creating a new cloud data architecture, our data processing time can be reduced by 50%, resulting in more immediate insights. This lead to our lock connecting with the application we programmed more effectively.

Personal website that will display all Projects   August 2023 – Present

Currently developing user friendly and interactive website that will display all past and current projects.