**Melody Dumalina**

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**PERSONAL PROFILE**

I am a hardworking working conscientious person who can work independently and as part of a team. I am very dedicated and motivated towards my work, able to pick up new techniques and eager to learn new skills. I am an efficient, organised person with strong communication and interpersonal skills across a wide range of people. Furthermore, I have excellent time management, strong IT skills and value punctuality.

**KEY KNOWLEDGE AND SKILLS**

* Programming languages: HTML, Java, C++, visual studio .net, python, SQL
* Proficient in Microsoft Office and 365
* Remote-access using TeamViewer
* Installation and upgrading software and hardware
* Troubleshooting computer and network problems
* Systems Design and Project Management
* Algorithms
* A proactive individual willing to take the initiative
* Problem solving
* Excellent customer service
* Target driven

**HIGHER EDUCATION**

2015 – 2019 **Meng Computer Science Leeds Beckett University**

* **Final year project** involved developing a smart home security camera with face recognition. This requires architectural design, SDLC approach, programming in python and functionality testing or modification.

**OTHER EDUCATION**

2013 - 2015 **Leeds City College**

* **Networking and system support level 3 extended Diploma**- D\*D\*D
* **MTA Security Fundamentals Certificate**

2012- 2013  **Leeds City College**

* **GCSE English**- Grade C
* **Software Development level 2 Diploma** - Distinction

2011 - 2012 **Leeds City College**

* **BTEC Foundation Learning in IT and Creative Media in level 1**

2010 - 2011 **Leeds City College**

* **GCSE Math** - Grade C

**EXPERIENCE**

Jan 2018 **IT Support at Leeds refugee forum, Leeds**

* Maintain computer systems and networks
* Install and configure computer hardware operating systems and applications
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults

Jan 2017 **Digital Support Assistant at GTT Get Technology Together, Leeds**

* Assist and support user on using technologies available in the facility

**EMPLOYMENT EXPERIENCE**

Oct 2017 – Oct 2019 **Data processor**

* Processing data and validation of various documents

Feb 2014 -Dec 2014 **Waitress/Bar staffs**

* Providing excellent customer services to customers

**INTERESTS**

* Regularly read computer magazines and provide technical support service for friends and family.
* I have a keen interest in social networking and photography

**REFEREES AVAILABLE ON REQUEST**