ELEANOR RACHEL SINDEN

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Folkestone, Kent

PROFESSIONAL SUMMARY

MSc Computer Science (Artificial Intelligence) student at the University of Kent, seeking a career in Data Science or Software Engineering. Skilled in developing data-driven solutions and interactive dashboards using Power BI, SQL, and Microsoft Copilot Studio. Proficient in Python with additional experience in Java. Passionate about Quantum Computing, with a dissertation exploring UML adaptations for Quantum Technologies. A proactive and self-motivated individual with a proven ability to independently acquire complex skills and implement innovative solutions in professional environments.

TECHNICAL STRENGTHS

Languages	Python, UML, DAX, SQL, Java
Software & Tools	Power BI, SSMS, Tableau, PyCharm, IntelliJ, GitHub, Microsoft Copilot Studio.
Technologies & Frameworks	TensorFlow, NumPy, Scikit-learn, Gymnasium, PyTorch, NLTK, Qiskit, Stable Diffusion

EMPLOYMENT

Giftease Solutions
AI Engineer Intern

June 2024 - Current
Remote

- Developed DRTV fundraising dashboard with SQL Server and Power BI, enhancing CRM data insights and DRTV campaign analysis. Integrated external datasets and developed visuals, including an Azure map of the ITV regions. Implemented data normalisation techniques using population and income metrics to calculate weighted donations for targeted marketing strategies.
- Designed a Microsoft Copilot specialised in providing Gift Aid advisory services. Leveraged topic generation to craft customised, charity-specific Gift Aid communications utilising Gift Aid guidelines and internal literature from industry experts.
- Received formal training in Power BI, SQL, and Giftease Solutions data flow processes, including client data acquisition and transformation for SQL integration and Power BI utilisation. Developed the DRTV model and Microsoft Copilot Studio through self-directed learning, demonstrating initiative and the ability to acquire complex skills independently.

Spain Brothers & Co
Tax Technician

September 2022 - August 2023
Canterbury, Kent

- Computation and submission of individual tax returns for clients with diverse income sources.
- Conducted client meetings. Drafted professional correspondence to liaise with clients and HMRC on taxation matters, including the appeal process and contesting P800 calculations.
- Collaboratively worked with departments across the company, including accounts and corporation tax, for successful tax planning
- Stayed up to date on changing legislation via government statements and tax literature
- Example success: Successfully applied top-slicing relief for a basic-rate taxpayer surrendering a bond, resulting in no tax liability

RIFT Refunds
Personal Tax Specialist

November 2020 - September 2022
Ashford,Kent

- Managed a caseload of 140+ clients to create and submit individual tax returns.
- Specialised in ITEPA 2003 Sections 336 and 339 for job expenses and tax refunds.

- Effective time management required to complete range of tasks; tax return completion, client communication and documentation compliance.
- Regularly handled more complex client cases before seeking career progression at an accountancy firm.

Migrant Help   October 2015 - August 2020
Senior Telephone and Compliance Advisor   *Dover, Kent*

- Provided advice and guidance to asylum seekers and third parties completing NASS support applications.
- Investigated and resolved complex client cases following government legislation.
- Conducted compliance checks on documentation for applications.
- Managed high call frequency and challenging interactions with professionalism and empathy.

Children with Cancer UK   September 2014 - October 2015
Supporter Care Administrator   *Holborn, London*

- First point of contact for charity, handling inquiries via phone, email, and social media.
- Supported all fundraising departments with additional duties as receptionist/PA to the CEO.
- Regularly assisted at external events, including the London Marathon and welfare events.

EDUCATION

University of Kent   September 2023 to December 2024
Computer Science (Artificial Intelligence) MSc   *Canterbury, Kent*

- Received distinctions for all modules completed. The dissertation is due in December, with an extension granted due to the Giftease Solutions Internship.

London South Bank University   September 2011 to June 2014
Creative Writing BA Hons   *South Bank, London*

- Produced a portfolio of work that spans non-fiction and fictional writing, screenplays, scripts, poetry, and multiple essays.

Canterbury College   September 2007 to June 2011
A-Level & AS Level   *Canterbury, Kent*

- Three A-levels and one additional AS level in Film Studies, Media Studies, English Literature and Language, and Anthropology.

Folkestone School for Girls   September 2003 to June 2007
GCSE   *Folkestone, Kent*

- Nine GCSE grades with top marks in Drama, Citizenship, and English.

EXTRACURRICULAR

Writing: I participate in National November Writing Month when I can
Running & Gym
Organising social activities: Collage making and online music competitions
Visiting auctions: Collecting soft toys and 90's memorabilia