

# ELEANOR RACHEL SINDEN

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Folkestone, Kent

## PROFESSIONAL SUMMARY

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**MSc Computer Science graduate seeking an entry-level software engineering position.** Skilled in Python with experience in Java, SQL, and UML. I am interested in quantum computing and software engineering; my dissertation compared two quantum UML adaptations by modelling Qiskit code through sequence and class diagrams. I was awarded a paid internship during my studies, where I developed Power BI dashboards to support DRTV fundraising campaigns for charities. I am detail-oriented, adaptable, and capable of learning new technologies quickly, with a proven ability for collaboration, problem-solving and delivering effective software solutions.

## TECHNICAL STRENGTHS

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<b>Languages</b>	Python, Java, SQL, UML, DAX
<b>Software and Tools</b>	GitHub, Power BI, IntelliJ, PyCharm, SSMS, Microsoft Copilot Studio
<b>Technologies and Frameworks</b>	TensorFlow, PyTorch, Qiskit, Scikit-learn, NumPy, Stable Diffusion, Gymnasium

## EMPLOYMENT

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<b>Giftease Solutions</b> <i>AI Engineer Intern</i>	June 2024 - September 2024 <i>Remote</i>
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- Designed and implemented DRTV fundraising dashboards using SQL and Power BI, automating campaign performance insights. Presented dashboards in a client meeting with plans for further development into a final product.
- Integrated external datasets via web scraping and created custom map visuals using JSON files.
- Built a Microsoft Copilot tailored for Gift Aid advisory services that automates customised communications based on industry guidelines.
- Independently learned Microsoft Copilot Studio and created dashboards, demonstrating self-motivation and the ability to deliver solutions with minimal supervision.
- Applied data normalisation techniques to calculate weighted donations, improving targeted marketing strategies.

<b>Spain Brothers &amp; Co</b> <i>Tax Technician</i>	September 2022 - August 2023 <i>Canterbury, Kent</i>
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- Computed and submitted individual tax returns for clients with diverse income sources, ensuring accuracy and compliance with regulations.
- Led client meetings and conducted research to resolve complex taxation issues, applying problem-solving and analytical skills.
- Collaborated with accounts and corporation tax departments to develop effective tax planning strategies.
- Monitored legislative changes and adapted workflows to align with updated regulations.

<b>RIFT Refunds</b> <i>Personal Tax Specialist</i>	November 2020 - September 2022 <i>Ashford, Kent</i>
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- Managed a caseload of over 140 clients, efficiently preparing and submitting individual tax returns.
- Specialised in job expense refunds under ITEPA 2003 Sections 336 and 339, ensuring accurate claims for clients.
- Balanced multiple priorities, including tax return preparation, client communication, and compliance documentation, demonstrating strong organisational skills.
- Regularly resolved complex client cases, showcasing systematic problem-solving and attention to detail.

**Migrant Help***Senior Telephone and Compliance Advisor*

October 2015 - August 2020

*Dover, Kent*

- Guided asylum seekers and third parties through NASS support applications, ensuring compliance with government regulations.
- Investigated and resolved complex cases, demonstrating strong attention to detail and problem-solving skills.
- Conducted precise compliance checks and managed high-volume interactions with professionalism and effective communication.

**Children with Cancer UK***Supporter Care Administrator*

September 2014 - October 2015

*Holborn, London*

- Served as the first point of contact for inquiries, ensuring efficient and professional communication across multiple channels.
- Supported fundraising departments and provided administrative assistance as PA to the CEO.
- Coordinated external events, including the London Marathon, demonstrating organisational and teamwork skills.

**EDUCATION**

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**University of Kent***Computer Science (Artificial Intelligence) MSc*

2023 - 2024

*Canterbury, Kent*

- Achieved distinctions in all completed modules; final marks pending dissertation assessment.
- The course provided a comprehensive foundation in machine learning, data mining, and software development, with practical coding experience gained through hands-on projects.
- Dissertation: "Modelling Quantum-Classical Interactions: A Comparative Study of Q-UML and Quantum UML Profile Diagrams for the Variational Quantum Eigensolver in Qiskit."

**London South Bank University***Creative Writing BA Hons*

2011 - 2014

*South Bank, London*

- Developed a portfolio of written work, including screenplays, essays, and structured narratives.

**Canterbury College***A-Level & AS Level*

2007 - 2011

*Canterbury, Kent*

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

**Folkestone School for Girls***GCSE*

2003 - 2007

*Folkestone, Kent*

- Nine GCSEs in Additional Science, Maths, English & English Literature, Geography, History, Religious Studies, Citizenship, and Drama.

**EXTRACURRICULAR**

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I enjoy creative writing and participating in challenges like National Novel Writing Month. One of my projects includes a "choose your own adventure" book inspired by Dungeons and Dragons. I stay active by regularly going to the gym and exploring new activities. I love charity shopping and I am passionate about collecting soft toys and memorabilia.