

# Frank Eyaife-Eyaifa

[frankeyaife@yahoo.co.uk](mailto:frankeyaife@yahoo.co.uk) | 07449464527 | Manchester/Liverpool

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## Education

### **Manchester Metropolitan University**

MSc Cyber Security,  
September 2022 - Present

### **Liverpool John Moore's University**

BSc Computer Science,  
September 2019 – May 2022

### **Graduated with Honours, Class 2 Division 1**

This degree helped me gain the required academic and theoretical skills to pursue a career in computer science plus advanced practical skills relating to the theory, practice, tools, and applications of contemporary software technologies.

## Employment:

### **Recruit Right/The Contact Company, Liverpool. May 2022 – August 2022**

I was part of the customer contact support team. Similar skills were gained during my time at J. Parkers.

#### Duties and Responsibilities:

- Management and resolve customer complaints.
- Identify and escalate issues to supervisors.
- Provide customer support to customers

### **J. Parkers, Trafford, Manchester. July 2021-September 2021**

I worked in a team that was part of the communication channel that customers use to report requests or complaints to a business.

#### Duties and Responsibilities:

- Answer incoming calls and respond to customer's emails.
- Management and resolve customer complaints.
- Sell products and place customer orders in the computer system.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers

### **Carphone Warehouse, Speke, Liverpool, - October 2019- January 2020**

I was part of the sales assistant team; similar skills were gained during my time at Curry's

#### Duties and responsibilities:

- Give customers the best advice and connect them with the right phone deal for them.
- Asking the right questions to match customers with products
- Contributing towards the overall sales performance of the store

### **Curry's PC World, Arndale- October 2018- September 2019**

I worked as a sales assistant, which helped me with my sales skills and gained confidence when communicating with customers.

#### Duties and responsibilities:

- Hit monthly KPIs
- Being able to advise and sell products to customers.

### **Tesco, Failsforth- November 2017-April 2018**

I worked as part of the customer service team and check-out operator. Skills such as aiding customers were gained during this experience.

#### Duties and responsibilities:

- Handled cash
- Communicating well with customers.
- Ensuring all customer queries were solved.

## Relevant Work Experience

### **Digital Advantage:**

1-week work experience

Managed a team of 6 to create, design and market a website, that helped me gain experience in team management and help me create and finish a project in a short amount of time.

Used social media such as Snapchat, YouTube, and Instagram to share the website as it's the easiest way to market a product and even easier to check the insight of each post which was made.

## Personal Projects:

**Website Portfolio** - My website serves as an online résumé for the talents I have acquired while attending university. I also exhibit projects I've made in various programming languages, all of which are displayed on my GitHub page.

**Cleaning Service Website** – Created a website to help my client find customers for her cleaning services.

**Customer Service Chatbot** – This chatbot was created to help me gain further knowledge on Python and introduced me to AI/Deep learning.

**Password Manager** – My first project was created to manage my passwords and helped me get familiar with Python and MySQL.

## Technical Skills

**Python** - Amateur at using Python due to its wide range of use cases however continually learning more about its capabilities whenever possible.

**Java** – I'm familiar with the Java language as it was used continually throughout my time at university. Projects included coding in OO whilst utilising various frameworks depending on the project spec.

**HTML, CSS, PHP, JavaScript, SQL** – Experienced on creating web-based applications such as personal websites for companies. P website

**Hope** – Functional programming language used throughout the algorithm-based modules at university. Very comfortable with functional programming and using the language.

**Processing** – Used primarily at university to create 3d based visualisations all of which coded in Java.

**Net Logo** – Used at university to create agent-based applications and to model various environmental simulations.

**Linux** – Experience using Linux to develop and to create containers to test created code.

**Virtual Machines & Containers** – Capable of setting up virtual machines and containers to test developed code in various presented environments.

**Azure, AWS** – Exposure and basic knowledge on cloud computing services and their frameworks on how they operate and their capabilities.

**Git** – Familiar with basic Git operations such as retrieving, sending, and deploying code.

## Collaboration Projects

### **Minesweeper AI** | University Project

AI solver extension to a Java based Minesweeper application. Roles included figuring out the logic to the best possible solution for the solver as well as translating such to code.

### **eAuction System** | University Project

Object-oriented Java project with user login and database. My roles included being the SCRUM master as well as coding the auction item database, designing and implementing the item bidding process which included saving all auction bids upon the application closing.

**SCRUM** - Previous experience using SCRUM on an individual basis or as part of a project methodology in a group setting.

**Adobe Creative Cloud** – Skilled in using Photoshop, Premiere Pro, Lightroom and Adobe Illustrator to create promotional or educational content.

**Microsoft Office** – Highly competent in using the Microsoft Office package, most competent in using Microsoft Excel for modelling data sets and arranging and interpreting quantitative data.