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| GRACE SICHALI  100 Belfry Hall, Citywest, Dublin, Ireland  gracesichali2@gmail.com . 0899797713 |
| An innovative and passionate information technology graduate with software development and customer service experience. Possesses comprehensive technical capabilities with good knowledge of  programming software, hardware, and cloud computing. Now looking for an opportunity to grow and progress in a challenging but rewarding role in a company with a fantastic reputation. |

# Experience

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| January 2021– presentTREASURY CORPORATE SERVICES (TRANSACTION REPORTING), BANK OF IRELAND  * Responsible for fulfilling the Bank's regulatory reporting obligation across EMIR and CFTC- DoddFrank treasury assets. * Ensure relevant transactions and any subsequent lifecycle events have been successfully reported to DTCC EMIR and DoddFrank on behalf of BOI and any customers who have delegated reporting to BOI. * Monitor Markitwire submissions on a daily basis, escalate and close out any issues in a timely manner. * Working closely with Stakeholders, backoffice teams and external vendors. * Confirmation and settlement of all Treasury products * Prompt resolution of queries as they are received * Ensure all daily/weekly/monthly operational reporting obligations are adhered to * Identifying and driving improvements in current process * Preparation of monthly reconciliation report for management * Liaising between Global Markets Front Office; Middle Office and Group Legal Services |
| October 2019 – august 2020Junior software developer/administrator, CODEMAKER LIMITED  * Worked as part of a software development team in an agile work environment * Contributed to writing well testable and executable code remotely and on-site * Led a mobile app testing team * Managed team diary and project documentation * Liaised with PCB suppliers to ensure on-time deliveries * Managed hardware and packaging designs for smart devices  JULY 2019 – OCTOBER 2019OFFICE ADMINISTRATOR/RECEPTIONIST, ADECCOMaintained accurate office records and correspondence between departments  * Provided a high level of administrative support, such as handling guests, scheduling, reception, email management, event planning, etc. * Ordered couriers and arranged transport for staff and guests. * Ensured the staff had access to all required equipment, and files at all times.  DECEMBER 2017 – JUNE 2019CUSTOMER SERVICE REPRESENTATIVE, ROYAL COLLEGE OF SURGEONSProvided high level customer service in accordance with company’s policies.Prompt resolution of customer queries and complaints as they are receivedEscalated customer inquiries to the responsible party quickly and accurately. |

# Education

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| NOVEMBER 2020BSc. INFORMATION TECHNOLOGY, TECHNOLOGICAL UNIVERSITY DUBLIN (TUD) |
| Month YearBSc. Mathematical sciences, UNIVERSITY OF MALAWI, THE POLYTECHNIC |

# Skills

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| * Customer service * Problem-solving and Organisation skills * Risk Management * Teamwork * Attention to detail * Hardware design * Remote team interaction * Product packaging design | IT/Computing skills  Web Development  HTML and CSS  MySQL Databases  Cloud Computing  AWS  Microsoft Office 365 packages  Comfortable with Linux OS |