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### **Personal Profile**

I am currently an undergraduate Computer Science student at Sheffield Hallam University, using my strong affinity for mathematical and logical problems, demonstrated by my A in maths and B in further maths, to stand out from my peers when solving class and assignment-based propositional issues. I can communicate well with peers thanks to my experience with customer support and communications at Team Knowhow and first line support at St Barnabas Hospice.

### **Education**

2019 – Current

Sheffield Hallam University

BSc Computer Science – BCS Accredited Qualification including:

- Programming for Computer Science
- Mathematics for Computer Science
- Algorithms and Data Structures
- Computer Architecture
- Systems Modelling
- Professional Experience and Project Development

2017 – 2019

Lincoln College

Level 3 Extended Diploma in Computing; Achieved Grade ???

2014 – 2016

Lincoln UTC

10 GCSEs A-C including A in Computer Science and Maths, B in Further Maths

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### **Experience**

#### **Sept 2019 - St Barnabas Hospice – IT Administrator and Technician**

Assisted in general administration of the IMT department and maintenance of company networks, helped configure and deploy new and reused company laptop and desktop computers.

Worked alongside second-line support technician to troubleshoot and provide quick responses and solutions to IT related issues throughout the organisation, across numerous sites.

Researched, developed, tested and documented a formal process for efficiently imaging and reimaging machines whilst providing first line support to company employees and contractors.

#### **Nov 2018 – Jun 2019 - Team Knowhow – Laptop Repair Admin at Newark Repair Centre**

Worked under loose supervision to diagnose and remedy hardware and software faults with customer laptops.

Communicated with customers to ascertain further details regarding the fault if necessary, providing coherent and respectful explanations to the customer about any perceived (but not actual) faults.

Ensuring the safety of any devices returned to the customer whether in a repaired or unrepaired state (notably charging devices or laptops with charging/power related faults).

## References

### Character

Rachel Varley – Family friend, 15+ years  
Base Lockwood Lettings and Management,  
453 High Street,  
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### Professional

Tom Bruton – IMT Department Leader at St Barnabas Hospice  
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