

Louis Ruocco

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Education

University of Kent – BA (Hons) Italian and Philosophy with a year abroad (2:1) **2016-2020**

Year Abroad – Erasmus Year in Bologna, Northern Italy **September 2018 – June 2019**

Mill Hill School on the Ridgeway **2011-2016**

- A-Levels - Italian (B) Spanish (C), Religious Studies(C).
- 9 GCSE's including Spanish (A), Italian (A), Maths (C) and English (B).

Work Experience

Computer Engineer Internship – Expert IT

July-August 2019

- Operationalized complex network systems and collaborated with 5 colleagues to ensure system up- time within the hour.
- Directed systems configuration to facilitate the technological needs of 5 clients
- Delivered service related to server networks, application programming and hardware support

Senior Member of the Private Dining Service - The Andaz Hotel

June 2016–November, 2019

- Addressing a variety of customer needs with the appropriate service
- Collaborated with a team of 20 people to resolve issues on first contact

Admin Clerk - Home Minders (Ltd.)

Jan. 2016–July 2019

- Conducted contract reviews of 50+ tenancy agreements, examining tenant contract copies, analyzed content of agreements for flaws or irregularities
- Updating Purchase ledgers on properties, both digitally and by hand.

Skills and Interests

- **Languages:** English (Native), Italian (Native), Spanish (Fluent)
- **Technologies:** MS Office, Windows 10 – JavaScript, Vue.js, Python 3.8.3, SQL
- **Certificates:** Completed multiple freecodecamp.org courses
- **Volunteering:** Regular volunteer at the local foodbank
- **Sports:** Amateur football Player (Enfield FC, team work and Leadership skills developed)
- **Creativity:** Semi-professional Musician (Drums and Guitar, played multiple gigs for 4 years straight, team cohesion and attention to detail further developed)
- **Leadership:** Taught English to under-privileged children in Southern India. Devised lesson plans, worked independently
- **Skills developed during my degree:** Research skills, resilience, working to tight deadlines, great attention to detail