**Ridma Mapa**

**Contact details:**

**Mobile:** 07915205997

**Home Address:**

107 Greenway

Pinner

Middlesex

HA5 3SN

**E-mail:** mapa.ridma@gmail.com

**PERSONAL PROFILE:**

Having recently completed my medical degree, I believe I have the creativity and problem-solving attributes necessary to thrive as a software engineer. I relish the opportunity to learn new skills and I am continuously searching for ways to acquire and master new competencies. I enjoy putting myself forward to facing new challenges as demonstrated through my career switch from medicine to software engineering. I have attained valuable experience in a variety of work environments such as call centres, pharmacies and retailers and hospitals which have developed my skill set and instilled a strong work ethic in everything I do. The constantly changing and fast paced environments has thought me to thrive in extremely target focused workplaces. I am able to work autonomously as well as dynamically within a team. My desire and enthusiasm to assist the public with their needs has enabled me to become an approachable and thoughtful individual who is able to quickly build a rapport with team members as well as clients.

**PLACEMENT HISTORY**

**IFF Research**

* Working on a variety of different projects depending on the clients’ specifications.
* Outbound calls to businesses or the general public depending on the type of project.
* Building a rapport with contacts in order to extract the necessary information and to reach daily targets.

**Sitel COVID-19 track and trace 2021**

* Contacting members of the public who may have had contact with patients with Covid and taking a history of current symptoms they may be having whilst advising them on any future symptoms they may experience.
* Obtaining information about the persons possible close contacts and locations to minimise spread of the infection.
* Advise on current government protocols for self isolating

**Boots Pharmacy (Birmingham and London) 2014 - 2018**

* Dispensing medication
* Solving telephone queries
* Constantly reaching daily and weekly targets
* Customer sales

**Key Skills and Qualities**

* Ability to learn quickly and enthusiastically on the job in order to add value to the company as soon as possible.
* Excellent listening, communication and interpersonal skills, both written and verbal.
* Proficient in using most Microsoft software’s including Outlook, Excel and word to name a few.
* Having the patience to multi-task with high tolerance to deal with overwhelming situations.
* Logical approach to problem solving.
* Responsible and security conscious attitude.
* Active and reliable team player.
* Desire to assist the public with their needs in an effective yet friendly manner.

**EDUCATION & QUALIFICATIONS:**

**The Developer Academy**

Software development bootcamp 2022-

**Dnipro Medical institute of traditional and non traditional medicine**

Doctor of Medicine (MD) 2018 - 2022

**Aston University, Birmingham 2012- 2016**

Batchelor of Science – pharmaceutical science

**Watford Grammar School for Boys 2010-2012 (A-Levels):**

Economics (A) Biology (B), Chemistry (B)

**Nowerhill High School 2005-2009 (GCSEs):**

12 grades A\*-A, including I.T (A), Chemistry (A), Physics (A), English (A) and Maths (A)

**ACTIVITIES AND INTERESTS:**

**Societies**: Actively involved in Aston Pharmacy Society, A member of Aston Tae Kwon Do Club and Aston University Cricket Club.

**Interests:** I have been practising Karate for 10 years and have achieved a black belt in Goju-Kai Karate. Also have been awarded grade 3 in both piano practical and theory and enjoy playing regularly.

**Volunteering:** Volunteered at Mencap where I helped people of all ages with learning difficulties partake in a range of sporting activities.

**REFERENCES**

References available on request.