Monesha Dhali

Profile

A highly dedicated and pragmatic BEng (Hons) Software Engineering graduate pursuing a career in the technology industry. Continuously strive for excellence in all projects by leveraging adaptability and organizational abilities. Developed outstanding customer service and team working skills whilst working as a customer assistant. At present, seeking employment or graduate opportunities to further enhance technological expertise.

Education

BEng Software Engineering FT | First-Class Honours, University of Westminster, City of London

SEPTEMBER 2019 — JULY 2023

Modules and Courses covered whilst at university:
- Software Development
- Object Oriented Programming
- Web Design and Development
- Database Systems
- Server-Side Web Development
- Algorithms: Theory, Design and Implementation

Employment History

Technical Student Helper, University of Westminster, London

AUGUST 2022 — JUNE 2023

- Collaborating and communicating with stakeholders and colleagues.
- Supporting during requirement engineering and effort estimation.
- Developing existing website by analyzing and identifying areas of modification
- Developing and designing Front-End Website interfaces.
- Contributed in designing and coding the required website by specification.
- Being flexible and adaptable to project requirement changes.
- Contributing to project development when necessary.
- Facilitating effective problem-solving methods among team members to collectively address work issues.

Seasonal Customer Service Assistant, Merlin Entertainment, London

DECEMBER 2019 — JANUARY 2020

- Delivered public talks to a wider audience.
- Administered the health and well-being of animals.
- Managed the satisfaction of each customer.
- Giving each customer a VIP experience.

Customer Service Assistant, Beckton Library, London

JUNE 2018 — OCTOBER 2018

- Adeptly handled a variety of roles, including event assistant, admin staff and marketing promotion.
- Collaborating closely with the CRM team to update contract changes accordingly.
- Maintaining the CRM database to ensure the accuracy of all client information.
- Provided excellent customer service when handling customer complaints.

Details

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Skills

Microsoft Office
Microsoft Word
Microsoft Excel
Java
SQL
HTML & CSS
Bootstrap
Django
Javascript
MATLAB
Python
PHP
CodeIgniter
Git
GitHub
GitHub Desktop

Hobbies

Reading novels
Taekwondo
Painting by number

References

References available upon request.