**NSUKAMI AARON KAMA**

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A final-year undergraduate studying Computer Networks with a background in Electrical and Electronic Engineering looking for an IT graduate role within the banking industry. Currently working to expand my understanding of how working in tech can affect the real world.

**IT & Technical Skills**

**General**: Experience in Microsoft Office Word, Excel and PowerPoint. Software that I have used during my degree are Cisco Packet Tracer, NetBeans IDE, Wireshark, Ubuntu, NI Multisim. In my personal time I have used image, video and audio editing software like some from the Adobe Suite.

**Networking**: Experience in designing and implementation of networks on Cisco Packet Tracer and have studied Cisco Routing and Switching.

**Programming**: Experience in programming in Java through my programming module: Programming for Data Communication. Built different types of programs from a calculator to an Internet Café Management System.

**Further Skills**

**Organisation**: Currently as I have been doing my degree, I have developed excellent planning and organisation skills through having a part-time job, studying and running an eBay store. Organisation and planning were especially needed for the delivery and tracking of items from the eBay store to be done correctly.

**Business Awareness**: During 2018, I developed my business awareness. I learnt what are the operations of a business and how technology has an impact on those operations. I was running an eBay store dealing with item descriptions, stock, profits, margins, delivery and tracking. I also used software like Microsoft Excel, Microsoft OneDrive and some others.

**Teamwork and Leadership**: During my degree, I have worked in different groups leading some presentations, building reports and creating programs; with Microsoft OneDrive being the most useful tool for collaborating with my team. Using my teamwork and leadership skills, my team acquired the highest overall grade in our year; 85% over four presentations. Out of work and university, I am also part of a youth group where young people are put together in teams every week to use their skills and talents to complete tasks like making a musical or drama performance.



**Communication**: Previously working at Carphone Warehouse, I started to develop my communication skills by building rapport with customers, discovering their needs and advising them. Currently, I facilitate workshops and personal trainings at Microsoft to a variety of customers. It has allowed me to really put my communication skills to the test as well as improve them. I have grown in my confidence, provided great service with customers leaving them pleased and having them come back specifically for me to provide further assistance.

**Education & Qualifications**

**Middlesex University (October 2017 - Present)**

BSc (Hons) in Computer Networks (currently working towards a First Class)

**Key Modules:**

|  |  |
| --- | --- |
| * Programming for Data Communication and Problem Solving * Computer Networks * Protocols and Network Performance and Simulation | * Computer Systems Architecture and Operating Systems * Data Communications * Advanced Connection of Network Devices |

**Middlesex University (October 2015 - 2016)**

Foundation Year in Computer Science (Upper Second Class)

**City of Westminster College (September 2013 - July 2015)**

BTEC Level 3 Extended Diploma in Electrical & Electronic Engineering

**Gladesmore Community School (September 2007 - July 2012)**

7 GCSE’s including Mathematics & English

**Technical Projects**

**Engineering Project**

* A first-year project where we had to build a Half Adder, Subtractor, Full Adder, Multiple-Bit Adder and 4-Bit Subtractor circuits.
* A demonstration of the circuits working, and an explanation of combinational logic circuits was made

**Java Project**

* A first-year project where we had to develop a GUI based Internet Café Management System using JavaFX. The code was written in NetBeans IDE
* A demonstration of the code running and an explanation of how the code was created and some of the concepts behind the code was presented

**Network Project**

* A second-year project where we had to create a network for a wheat farm in Tasmania Australia using a system design, covering network devices and applications to enable effective and secure communication
* A presentation to describe the network design and topology will be done alongside a report

**Computer Systems Project**

* A first-year project where we had to write a program in VVM Assembler that would divide two numbers
* We had to write another program in SimpSim Assembler that reverses the order of a given data
* A demonstration and short presentation were made to briefly explain the logic of the program

**Other Work Experience**

**Microsoft – Product Advisor (May 2019 – Present)**

* Built rapport with customers and gave advised information based on their needs leading to world class customer service
* Facilitated workshops on Microsoft software such as Office 365, Microsoft 365 for Business, Paint 3D, Minecraft, LinkedIn and more for students, business owners and the general public to empower them to achieve more
* Given personal setups and personal training on 1st and 3rd party hardware as well as software from Microsoft
* Great understanding of Office 365, Microsoft Azure, Microsoft 365 for Business and LinkedIn
* Innovating the HoloLens store experience to increase customer interaction and engagement

**Tottenham Hotspur – Retail Assistant (August 2018 – May 2019)**

* Built rapport with customers and gave advised information based on their needs leading to world class customer service
* Confidently taking on customer issues and solving difficult situations
* Adapting to different roles and different venues to make service smoother
* Compliantly sold products company products and services including football and NHL merchandise

**Carphone Warehouse – Customer Consultant (July 2016 – February 2018)**

* Adapted to learning and widening my knowledge on mobile devices, broadband, insurance and company systems
* Handled delivery checks and stock count giving attention to detail to make sure the tasks were done correctly
* Compliantly sold products company products and services including mobile devices, accessories, phone and tablet contracts, broadband and insurance
* Worked in a team and was able to give feedback on performance to see where improvement could be implemented

**Interests**

**Youth Group**: I am an active member of the Victory Youth Group where there are weekly meetings in taking part of many activities from musical/drama performance.

**Technology**: I have started to gain an interest in the cloud and have started using Microsoft Azure to explore what the cloud offers and what I could use it for.

**Piano Playing**: I have been playing piano for ten years and have been performing at different events like University Gospel Choir of the Year (UGCY), weddings, church as well as creating musical compositions.

**Reference(s) available upon request**