# Sam Grossick

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## About me

I am a Heriot-Watt Computer Systems (BSc Hons) graduate currently working for Leonardo UK. I have strong skills and knowledge in software, networking and project management. Experienced with a wide range of programming languages, operating systems and environments.

## Skills

- Strong communication skills
- Excellent problem solving and time management
- Work well in a team environment as well as independently
- Knowledgeable in both user and business technology

## References

Employer:
Mr Robert Hunter
Dixons Assistant Manager
+44 7875 478227

Academic:
Dr Tessa Berg
Assistant Professor Heriot-Watt
T.Berg@hw.ac.uk

## Education

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|---|---|---|
| 2015-2020 | BSc Hons Computer Systems | Heriot-Watt University |
| | Graduated in 2020 with a 2:1 | |
| 2014-2015 | SQA Advanced Highers | Musselburgh Grammar School |
| | Computing - A, English - C | |
| 2013-2014 | SQA Highers | Musselburgh Grammar School |
| | Technological Studies - B, English - B, Mathematics - C | |

## Skills

Technical

- Languages: Java, Python, Ada, HTML, CSS, PHP, JQuery, Javascript,
- Operating Systems: Windows, macOS, Linux, Android, iOS
- Databases: SQL, mySQL, noSQL
- Other Skills: Bash scripting, Git, Server Management, Networking
- Theoretical Expertise: Computer Systems, Network Security, Web Development, Data Structures and Algorithms, Software Development & Software Development Life Cycle, Interactive Systems, Design Methodologies

## Projects

**2019-2020** — Security, Trust & Online Transaction Research — *Dissertation Project*
My final year research project aims to provide insight into the trust users have when carrying out online transactions be that either E-commerce or internet banking. As part of this project I am developing an interactive website to test the effects of certain design and implementation decisions on user trust levels. This has involved utilising HTML, CSS, PHP and openssl on the technical aspects of the project and analysing user responses for quantitive and qualititive data.

**2019-2020** — Rigorous Methods for Software Engineering — *University Coursework*
I elected to choose the course 'Rigorous Methods for Software Engineering' as I knew it would provide the challenge of having to learn a new language and utilise it to create a project in a short space of time. Learning Ada and its subset Spark, two languages newly taught by the University, and using it to create a sophisticated Water Tank Pressure Monitoring System provided a great test of my ability to quickly grasp new languages and concepts.

**2017-2018** — Restaurant Ordering System — *University Group Project*
This project was a group effort aimed at creating three distinct but codependent systems that interact. A customer front end to order and monitor progress of food, a kitchen application to prepare the food to order and an application for waiting staff to take orders and deliver food to tables. This was implemented using a combination of HTML, CSS and PHP using the bootstrap library as well as an SQL back end for securely storing logins and order information.

## Employment

**Present** — Graduate IT Service Operations Analyst — *Leonardo UK*
Working at Leonardo has provided opportunity to hone my project and time management skills. I began the role during the peak of Covid-19 and in that time have established highly effective relationships with the wider business which is key to success in service operations. I have used my technical skills to improve work processes and efficiency.

**2015-2019** — Knowhow Colleague (IT Support/Admin) — *DixonsCarphone*
In my role as Knowhow Advisor I was tasked with various responsibilities from diagnosing and resolving all manner of customer software and hardware faults to solving often complex customer and logistical issues. I was also entrusted with carrying out daily cash lifts and safe management.