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My portfolio link: https://sharoncheeran.github.io/

Education & Qualifications

(2017 – 2020) The University of the West of England (UWE), Bristol (Awaiting final results)

Currently studying **BSc Computing**

Modules for 1ˢᵗ Year– Web Programming / Introduction to Databases / C Programming / Principles of Computing.

Modules for 2ⁿᵈ Year- C++ / Software Engineering / Data, Schemas and Applications / Internet of Things / Operating Systems.

Modules for 3ʳᵈ Year– Ethical and Professional Issues in Computing / Requirements Engineering / Cryptography / Entrepreneurial Skills / Advanced Databases.

Technical Skills include:
- **HTML/CSS –** Excellent knowledge, used this in college and university to create websites
- **JavaScript –** Good knowledge, used alongside creating websites
- **Java –** Good knowledge, used alongside Cryptography module in 3ʳᵈ year
- **Python –** Used extensively in 1ˢᵗ year to build a website and I have good knowledge, i.e. backend development
- **SQL/Oracle –** Excellent knowledge, used alongside creating websites and used this for 1ˢᵗ year for Databases Module and 2ⁿᵈ year DSA module, I created a database for my project and used stored procedures to perform tasks
- **MongoDB –** Basic knowledge, can build simple database designs and functions
- **PHP –** Used extensively in Web Programming at 2ⁿᵈ year
- **C/C++ -** Used C extensively in 1ˢᵗ year and C++ (OO) learnt in 2ⁿᵈ year
- **C# -** I learnt this language by myself using an online course, and I am confident at it
- **ASP.NET –** I am currently doing this course via an online course
- **XML -** Used extensively in Web Programming at 2ⁿᵈ year
- **Visual Basic –** Studied this in college, good knowledge of the language
- **Operating Systems** – Use windows as main OS and favoured, UNIX I used in Operating Systems module in 2ⁿᵈ year
- **MS Office –** Word, Excel, Visual Studio, Publisher and PowerPoint, Project

(2015 – 2017) New College Swindon

L3 Software Development – D*DD (equivalent to A*AA) (152 UCAS Points)
This one course consisted of 3 A-Levels

(20010 – 2015) Ridgeway School and Sixth Form College

GCSEs: 9 GCSE's at C and above including Maths, Science and English

Relevant Work Experience

May 2017 – June 2017, IT Department, Pebley Beach Hyundai & Suzuki

- I was in a team of 4 people doing admin work and assisting with paper works for a month as part of my college course.

- I did things such as record the car sales onto an online database they had, call up customers who recently bought their car from us, had meetings once a fortnight to update us on what they have been doing.
- I became very organised and improved on-time management as I always had something to do in the place. I always aimed to finish the task on the day, so it does not get shifted to the next day. I had to learn to use their applications for entering data online. I soon became independent after a week of helping me out although at times I did ask for help.

September 2017 – June 2018, Web Programming, UWE Computing

- I was in a group of 3 people and our aim was to create a website for our project which should be able to book tickets, display ticket and download it, show available journey times for the means of transport, validation etc.
- I was in charge of the project and had to be always communicating with the members and updating me on where they were at, I had to manage my time as I had other work to do, have meetings on regular basis and help each other out when they were stuck.

September 2018 – June 2019, Software Development, UWE Computing

- I was in a group of 5 people and the aim of the project was to go through the SDLC model to build a software from the given client statement/scenario. We had to use the RUP model to build the software requested by the client.
- Along the way we used various tools and techniques to get to the final stage, this included things such as Astah UML, Microsoft Project, Microsoft Excel etc.
- Everyone in the project had something to do in each phase of the SDLC model, and everyone contributed and gained understanding of the model by doing this.

Current Employment

November 2019 – Present, Customer Services Assistant, The Food Warehouse Iceland, Swindon
- A similar role to what I've done in Morrisons, being able to deal with the public, meeting targets, working under pressure, team working, good communication with staff and public. Always with a positive attitude towards working and hardworking

Previous Employment

August 2019 – November 2019, Customer Services Assistant, Morrisons Swindon

- Similar role to what I've done in Primark, however, it is a very fast-paced environment and there are more things to be doing actively and more customers to be dealing with all the time
- Skills learned here are working under pressure with the time constraint, working as a team to get the desired outcome and problem solving, for example knowing what to do if an unexpected situation arose

October 2015 – August 2019, Customer Services Assistant, Primark Swindon

- I work in the customer service where we handle refunds, exchanges, and other enquiries.
- Problem-solving, critical thinking and good communication are the 3 important skills necessary in this area. Need to be able to resolve customer issues quickly and swiftly in a professional manner.
- Patience and tolerance are tested on most workdays due to different types of customers coming to the customer service with various problems.
- I work in part of a team and I oversee the team sometimes, so I try organising on what areas to cover and set time limits on how long it should take for it to be finished and proceed to next one.

Volunteering Experience

September 2017 – March 2018, Tutor, Action Tutoring, Bristol

- This organisation helps give extra support to students who are doing their GCSE's. I tutored 2 pupils in maths as they were struggling and needed more support on the subject.
- This gave me the ability to handle a specific age group and how I should treat them differently compared to an adult. Communication was key, if they had any problems, I need to be able to explain to them in various ways, so they can understand it clearly. The 2 pupils learnt in 2 different ways, so I had to adapt to both of their learning styles. One needed visual aid and the other required various explanations.

May 2015 – August 2015, Library Volunteer, Central library, Swindon

- My duties included providing help for the customers in times of need, giving good information to the customers when they require it and giving a good impression of you to the customers when they come to the library
- I was mainly with the kids and doing things such as reading to them, give them tasks to do, making them read, teaching them to write, ask questions if they understand it etc. I learnt the learning style required to teach different kids, how to talk to them in a different manner compared to adults.
- I learnt to be patient with them, being able to have a great deal of tolerance and learn how to communicate with the kids in a certain manner.

Other Info.

- I have done a First Aid course in school and I am now a fully qualified First Aider.
- I go to the gym during the week, this enables me to keep my body in shape and keeps me active. It helps me mentally fit as well by having good self-esteem, low stress, eliminates anxiety and have self-motivation.