SIMRAN KAUR GREWAL

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Profile

I have an interest in user interface, particularly the process behind it which enhances user experience and is fundamental since with the click of a button the user can be influenced by the product. This intrigues me because it seems like a simple process but requires creativity and developing an experience to capture a user's attention within seconds.

I strive to always be better than yesterday, and feedback allows me to grow. I am impact-driven, especially currently living in an environmental and economic crisis, so working to create a positive contribution and impact is one of the key things I am looking to develop in my career.

Skills

- **Research and Planning:** Identifying Problems, Gathering Information including academic research, user interviews and heuristic evaluation, Usability Testing, Developing Evaluations and Calculating Results
- **Tools:** Adobe XD, Jupyter Notebook, Eclipse, Brackets, Atom, Microsoft Visual Studio Code and Node.js
- **Programming Language:** Python, Java, Angular, HTML and CSS
- **Database Management:** MySQL, MongoDB and Firebase
- **Natural Language Processing:** Keras/TensorFlow
- **Microsoft Office:** Excel, PowerPoint and Word
- **Language Skills:** I can fluently speak English, Punjabi, Swahili and Hindi

Work Experience and Volunteering

Graduate IT Project Manager at Recorra: October 2021 – August 2022

I worked on various projects within a team. A major project was the CRM (Customer Relationship Management software) development and improvement project, which required improving the UI experience for the other departments within the company like sales and the help desk.

Key Responsibilities:
- I gained effective listening and communication skills when liaising with different departments within the company to understand their requirements for the software hence, improving how I communicate with others concisely, confidently, with consideration and respect. This also helped me build my networking skills.
- I assisted and supported my project manager throughout the projects which enabled us to work efficiently and meet project deadlines.
- I gained good leadership skills as I was given the responsibility of creating training material which included documents and videos on how to use CRM. I provided training sessions to the sales team and new employees on how to use the software effectively after it was re-developed.
- I gained problem-solving skills by taking ownership of challenges that came up when working on a variety of projects by taking into account constructive feedback from various teams and then coming up with solutions to resolve them.
- I delegated tasks to team members and kept track of each milestone by communicating project risks and opportunities. This involved proactively understanding the level and status of their workload which developed my organisational skills and time management.
- By working on different projects and using tools such as Microsoft Apps, and PowerApps I have gained good technical skills. I used Excel to create a milestone timeline and 'use cases' to demonstrate the potential tasks to accomplish the project. Power Apps was used to create reports for clients based on a questionnaire filled out during site visits. I created KPI dashboards in CRM and reviewed them with the sales team managers so they can keep track of their team's progress and company sales.

- I was responsible for organising team meetings and email management for correspondence, taking notes during meetings and dividing tasks amongst the team as a result of the meetings.
- I designed and controlled the project schedule while ensuring deadlines were met and providing an update in our weekly meetings.
- I prepared presentations to update senior team members on the project's progress and showcase the project's value.
- Being involved in different projects encouraged me to adapt and be agile in different situations by working flexibly, and creatively, and growing in the process.
- I demonstrated curiosity as I asked questions to deepen my knowledge and understanding when thinking of possible solutions to make more informed decisions.

Key achievements/projects
- The CRM improvement and development project was successful as our target goals were met so that different departments within the company can use the system effectively.
- Together as a team, we ensured we were able to create new and better ways for the organisation to be successful.
- By overcoming technical challenges and learning complexities and features in excel I enabled the success of some projects.
- Additional projects I worked on were: improving the customer portal to reduce calls and emails the help desk received. I played a key role in the company's rebranding project where I was responsible for preparing a list of contacts for the marketing team to communicate this significant change to clients. I was also able to meet tight deadlines while working on multiple projects at the same time.

ICTS Security Agent at Gatwick Airport: July 2018 – March 2019

I was responsible for thoroughly checking passengers for any prohibited items including unauthorised weapons, explosives and incendiary materials to ensure the safety of onboarding passengers and the aircraft.

Key Responsibilities:
- I was given the responsibility within a team for the security of flights and passengers.
- Searching passengers and their bags for prohibited items improved my customer service skills as I had to communicate any problems that were discovered and provide answers to curious passengers.
- I operated the detective machine that was used to test the swabs used on electronic devices and passengers.

Sales Assistant for WHSmith at Gatwick Airport: January 2017 - December 2017

Key Responsibilities:
- I managed the bookstore independently; this improved my leadership skills.
- I gained effective customer service skills when serving customers at the till.
- I was responsible for keeping the store clean and re-stocking shelves throughout my shift.

Trainee Pharmacist assistant at Battersea Pharmacy: September 2015 – October 2015

I gained effective and attentive listening and speaking skills while interacting with customers. I performed tasks expected of a pharmacy assistant in OTC and pharmacy medicines sales.

Trainee Receptionist at Gilroy Court Hotel: June 2013 – July 2013

I was responsible for answering phone calls and replying to e-mails from the local council; this improved my communication skills. We worked as a team to solve problems that guests had during their stay.

Volunteering:

I have gained good organisational and team working skills by volunteering at the Gurdwara (Sikh place of worship) by participating in events to make it a better place. I am an active member of the Sikh Youth Croydon.

I volunteer for *Nishkam SWAT*, a non-profit Sikh organisation that feeds the homeless. This has increased my resilience and ability to mix with people from different backgrounds.

Education and Awards

- **First Class Honours: BSc Computer Science at Goldsmiths, University of London: September 2016 – June 2020**
  Final year project (*Grade: 81%*): Designed CityGo, a web application that creates a walking tour map for its users based on their preferences determined by extensive research and surveys backed by user testing and evaluation.
  "Featured in the Computing Department blogs and websites as one of the best projects".
  Relevant Modules:
  Interaction Design: Conducted research and created prototypes to evaluate and improve designs in current services/ products.
  Web Development: Created websites using HTML, CSS and MYSQL.
  Software projects: Group work - created a fitness app using Adobe XD, Xcode and Swift. Individual work - created a drawing app and a game using p5.js.
  Computer Security: Worked on different projects to understand and demonstrate the importance of cyber security in today's world.
- **Virgo Fidelis Convent Senior School and Sixth Form: January 2012 – June 2006**
  3 A Levels: Mathematics, Biology and Chemistry
  12 GCSEs with grades A-C including Mathematics and English
  "Received a PIXL Achievement Award for examination success in my GCSEs".

Interests

Over the past year, I have taken on a project to improve my well-being and research skin care products and ingredients that are mis-sold to customers who do not usually understand what is suitable for their skin type. I like sharing the knowledge I have gained with my family and friends struggling with skin problems, such as Acne.

I have always been interested in cooking and I take over meal planning, shopping and cooking for my family. I developed my skills by trying out new recipes.

References available on request