**SIMRAN KAUR GREWAL**

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**Profile**

I am a First Class Hons. Graduate with experience in IT project management. I am looking for a role where I can absorb as much knowledge and insight as possible to pursue my goals. Working on various projects at university and having previous work experiences has built my ability to become a key problem solver by taking into account constructive feedback. I am excited about creating a highly positive impact with my technical expertise for the organisation that I work with.

**Skills**

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

**Work Experience**

**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:*

* Effective listening and communication skills when liaising with different departments within the company to understand their requirements for the software hence, application of team networking to ensure that I understood the requirements.
* Supported my project manager throughout the projects, enabling us to work efficiently, meet project deadlines, and work effectively with a core team of 7 including the developers and the marketing team.
* Applied good leadership skills - given the responsibility to create training material composed of documents and videos on how to use CRM. I delivered training sessions to the sales team and new employees on effectively using the redeveloped software.
* Key problem-solver - 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.
* Effectively assigned tasks to team members and kept track of each milestone by communicating project risks and opportunities. This involved proactively understanding colleagues’ workload status and using excellent organisational skills and time management skills.
* Applied technical expertise - by working on different projects and using tools such as Microsoft Apps, and PowerApps. Effectively 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.
* Created KPI dashboards in CRM and reviewed them with sales team managers so they can promptly monitor team progress and company sales against objectives.
* Responsible for organising team meetings and email management for correspondence, taking notes during meetings and effectively assigning tasks amongst the team as a result of the meetings.
* Designed and monitored the project schedule while ensuring deadlines were met and provided an update at our weekly meetings.
* Preparation of presentations to update senior team members on the project’s progress and showcase project value.
* Involved in various projects demonstrating agility in different situations by working flexibly, and creatively, and growing in the process.
* Confidently questioned project scope and ways of working to deepen my knowledge and understanding in order to identify possible solutions to make more informed decisions aligned with the business.

*Key achievements/projects*

* The CRM improvement and development project was successful as our target goals were met so that different departments within the company could use the system effectively. I delivered 10 training modules across a headcount of 5 colleagues in a 2-month period.
* 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**

* 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.
* Responsibility within a team for the security of flights and passengers.
* Customer service and confidence in communicating any problems that were discovered and providing 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**

* I managed the bookstore independently; this enhanced my leadership skills.
* I gained effective customer service skills when serving customers at the till.
* Replenished stock and ensured that I was keeping the store clean and re-stocking shelves throughout my shift.

**Education and Awards**

* **First Class Honours: BSc Computer Science at Goldsmiths, University of London: September 2016 – June 2020**

Final year project: 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*: Varied 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 2016**

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”.

**Volunteer Work**

**January 2012 – Present:** I am an active volunteer at the Gurdwara (Sikh place of worship) participating in events e.g., organising different events throughout the year.

**November 2020 – Present:** I also 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.

**Interests**

* Active interest in physical and mental wellbeing - over the last year I have researched 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 had an interest in playing the harmonium (a classical Indian instrument) and usually perform at the Gurdwara (Sikh place of worship).