

RAYMOND SSEKANDI

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PROFILE

A versatile BSc Computer Science (1st) graduate with a wealth of technical and transferable skills to gain a role in software development. Strong knowledge of numerous technologies, including in frontend (React, HTML, CSS, JavaScript) and Backend technologies (Node JavaScript, MySQL, Python), as well as additional software developing languages, including Java. Possess knowledge in application design, planning, creating and coding web pages, using both technical and non-technical skills, whilst applying knowledge of industry trends and developments. Analytical and methodical, stays current on the latest thinking and techniques, continually looking for improvement. Identify and solve problems with innovative thinking and with the capacity to deal simultaneously with a number of rapidly changing and competing priorities; now looking to apply excellent transferable skills in order to achieve, excel and evolve in a challenging role.

TECHNICAL EXPERTISE

HTML, CSS5, JavaScript, React, Database Management Systems, Node backend and API driven development, Slack, Express, Bootstrap, Git and GitHub, Computer networking, Database management systems, artificial interagency and data management, Python

KEY SKILLS

- Critical thinking
- Project management
- Testing methodologies
- Software Development Lifecycle (SDLC)
- Process improvement
- Risk analysis
- Agile
- Cross-functional collaboration
- Achieving strict deadlines
- Adaptable to change
- Accurate with attention to detail
- Fluent in Italian and English

TRANSFERABLE EXPERTISE

Customer Focus: Demonstrable customer service expertise with many career achievements in this field. Always strives to make the customer key and drives teams to integrate customer service into every aspect of work

Leadership: Demonstrates strong leadership capabilities. Accustomed to decision making responsibility and accountability. Promotes collaborative working and empowers employees through encouragement and support.

Team Working: Effectively able to work as part of a team. Possesses a hands-on approach, enjoys being part of a strong team and being able to contribute knowledge and experience to others

Communication and Interpersonal Skills: Commands exceptional communication and relationship management skills. Able to quickly build rapport and formulate relationships with individuals from all walks of life.

Project Management: Check feasibility, teams and resources; set goals, defining roles and producing schedules of tasks. Multitasks and prioritises flexibly to fulfil all assigned tasks within time constraints. Skilled at working under pressure and confidently meets targets.

Organisational Skills: Well organised and adaptable. Thrives on a challenge and has a proven track record of high performance under challenging circumstances.

Continuous Improvement: Proven ability to identify areas for further development, and able to support others in the process. Has an analytical and problem-solving approach to work. Excels at prioritising flexibly to meet rapidly changing needs. Adept at crisis and risk management.

QUALIFICATIONS

May 2022

Just IT Software Development fulltime bootcamp

HTML, CSS, JavaScript, MySQL database management and Python

2017-2020

BSc Computer Science (1st) - University of East London

Skills developed:	Java, Networking, HTML, CSS, JavaScript, and Internet security skills (intermediate)
Modules completed:	Introduction in Software development using Java, Computer Systems and Networks, Computer Architecture and network infrastructure, Web technologies, Maths and computing
Additional Activities:	<ul style="list-style-type: none"> Led and worked on a variety of class projects, using multiple of technical skills, tools, and software, including HTML, monitored all project deliverables including timing and scope mitigate any risks
2017-2019	Student / Volunteer - Code Your Future <ul style="list-style-type: none"> Served as lead representative of a coding/developing class, utilized strong communication skills to establish relationships with all members of the class, from a range of cultures and backgrounds Developed further professional knowledge by using a range of technology, including JavaScript and Postgres
2014	Business computing, Entrepreneurship and Commerce - Makerere Institute of Business Computing, Kampala, Uganda

EMPLOYMENT HISTORY

Nov 2021 - Present	Security Officer - King's College London <ul style="list-style-type: none"> Provide an efficient Security Service, ensure high standards of security are delivered and always maintained Effectively monitoring of visitors and employees on site, conducting random searches and assisting to maintain high levels of site security. Producing reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorised persons, or unusual occurrences Create a safe and comfortable working environment for employees and visitors Ensure efficiency by accurately reporting identified maintenance issues, IT or Health and Safety concerns Recognised as a strong team player, displaying a "can do" approach and exhibit 'Fit for King's' behaviours Provide expert support to colleagues with maintaining a desk log of actions and completing the online Incidents, Handovers, Airs web and Planon reports, including the recording of all incoming emergency telephone calls Utilise strong attention to detail, with the ability to learn new systems swiftly by gaining strong knowledge of student programs, such as Galaga
2016 – Nov 2021	Senior Customer Service Representative - Rail Gourmet & Partners <ul style="list-style-type: none"> Directly assisted with the success and profit of the business by engaging and serving customers in a friendly and welcoming manner, demonstrated outstanding product knowledge First point of contact for all escalated customer complaints and queries, followed up to ensure resolution Autonomously recorded sales daily to support with future forecasting Received and processed orders, exhibited strong technical skills to identify emails containing customer orders
2018 - 2020	IT Support Personal - Nurline Solutions Ltd <ul style="list-style-type: none"> IT support personal, responsible for managing company computers and workstations, involved installing software and maintaining computer infrastructure. Web developing and database management, maintained the company website, installing and assuring updates, maintained the database as we as working duty management system, system responsible for assuring and allocating officers. Demonstrated strong adaptability skills to responding promptly to an emergency and conflict situation Promoted a culture of high-performance to deliver a best-in class proposition for customer service IT support personal, responsible for managing company computers and workstations, involved installing software and maintaining computer infrastructure.
2015 - 2016	House Team Member / Junior Supervisor (voluntary work) - Action Centre UK / Pioneer Centre <ul style="list-style-type: none"> Developed and managed a high performing team, continuously raised the bar, and managed performance using best performance tools Supported with the onboarding of new members of the team by facilitating training, ensured all processes were understood Ensured that all areas were clean and tidy whilst executing the businesses Health and Safety policies

References available upon request