

Tendai Msipa

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Postgraduate student interested in a technology-based role. I have a passion for growing and developing, my programming knowledge. A desire for self-improvement. A curious mind and a strong work ethic. My legal studies have equipped me with a customer-centered approach, giving me the ability to communicate effectively and articulate while following a logical process to my work. I am a pragmatic and creative problem solver with a proven ability to multitask; work diligently to reach and support the long-lasting customer-client relationship. To be successful in this position, I will leverage my knowledge and experience to work directly with clients and help deliver outstanding customer experiences and transform business.

EDUCATION

Newcastle University

Newcastle, UK 2020-2021

MSc in Computer Science

- Created and optimised SQL queries based on exam specifications.
- Delivered software engineering solutions as project manager in a team of 10 students, by defining processes and tools best suited to each project.
- Architected software development solutions based on client briefs using Java.

Swansea University

Swansea UK, 2018-2020

LLB LAW

- Awarded 2:2 Class Honours and completed an undergraduate degree in law with the following notable attainments: (72%) Clinical legal education, (62%) World trade law, (60%) Public law and (68%) Sports Law.
- Used my initiative to network with senior lecturers when looking for practical legal work-experience.
- Achieved a position as a student legal adviser by exemplifying academic performance and tenacity.

Projects

Pizza with Alexa

2020

- Independent project to automate my pizza cravings! Applied Python Object Oriented programming to call Amazon Alexa skill and order pizza from the Domino's pizza app.

Covid-19 Track and Trace Project

2020

- Programed a booking and automated alert system for restaurants to manage COVID-19 infection response.
- Applied Java Object Oriented fundamentals to program a script to track and trace covid-19 diagnosed persons.

Hardware Hacks

2019

- Designed UX/ UI for a smart mirror display. Self-taught soldering electrical wires so that I could Incorporate Raspberry Pi and computer LCD to the mirror and run Magic Mirror source file.

Skills and interests

- Technology: SQL, Python, JAVA, Vuejs, Bootstrap, HTML-5, CSS, Microsoft Azzure. Google Ads. Facebook Marketing.
- Leadership: HighCrest Academy Head boy, ZimSoc events secretary (*introduced pan-African events nights*), Project Management.
- Research: Westlaw certification, LexisNexis certification (*Legal research to support senior solicitors*).
- Teamworking: Spearheaded group meetings to understand legal research and tailor advise to client needs.
- Charity work: Wycombe Onecan pandemic aid food delivery, National citizenship services disability volunteer.
- Freelance photography: Commissioned work published in fitness magazine.

Work experience

TSB

Newcastle, UK, March 2021-Present

Customer Consultant

- Customer service consultant, responsible for telephone customer queries and delivering a positive customer experience to increase customer money confidence.
- Gained analytic and diagnostic skills, which helped me to complete the tasks I was given; developed a system of organising client documents, which ensured that documents could be extracted with ease.

Swansea University Legal Clinic

Swansea UK, 2019-2020

Legal Aid Advisor

- Awarded, upper 1st class qualification (72%) as a Probono legal student.
- Curated legal research using Westlaw to show case qualification for Legal Aid.
- Communicated with clients with tact and diplomacy through the information gathering sessions and follow-up interview sessions for the preparation of client advisory letters offering suitable legal advice.
- Remained calm and efficient under pressure when conducting interviews with at risk clients diagnosed with substance abuse conditions; convicted young persons and domestic abuse suffers.

Silas Digital

London UK, March 2017-April 2017

Junior Marketing intern

- Developed negotiation and persuasion skills by managing contracts between musicians and venue managers to help club-performances.
- Organized Afro-music club-night and diligently curated tailored invitations and tickets, while working in with a constrained time limit.
- Developed knowledge of marketing principles, through organising digital marketing campaigns and delivering positive customer experiences.
- Accurately developed and integrated social media campaigns and SEO strategies, boosting brand recognition on social media by increasing followers 35% weekly.