## Section 1 - Commercial Awareness

Commercial awareness and a general understanding of skills needed for a certain job role are essential to writing an effective CV. I was tasked with writing a targeted CV for a job role, the role being one of eight chosen by the university. I decided to focus my CV on an internship role listed by Bank of America.

The role given was for a Technology & Operations internship, and while the description was not very specific on what it would entail, Bank of America mentioned that they develop cutting-edge prototypes that involve AI and machine learning, and that the role would involve working on infrastructure, platforms, and security capabilities for customers. The description also made it very clear that work would be done with diverse teams in a collaborative manner.

Several preferred skills and qualities were mentioned. As most of the work will be in groups, communication skills and collaboration are mentioned as important. Applicants should also be comfortable with taking on responsibility and should seek it out. It is also mentioned they are looking for forward-thinkers who have unique ideas already and who are passionate about making the world a better place.

I wrote my personal profile to accommodate for the fact that they are looking for candidates with unique ideas, eager to take on responsibility, and comfortable with group work. I mentioned that I am innovative and creative as this draws parallels to having unique ideas, drawing to my predicted grade 1:1 as evidence of my innovative ideas working in practice through good coursework. I also claim that I am eager to take on new responsibilities and function as both a group member and leader, drawing to my previous work experience in a clinical team as a vaccinator for evidence. I also mention that I am forward thinking, therefore I am drawn to machine learning, AI, and cutting-edge technology as this mirrors a preferred quality and shows that I want to progress into a field that Bank of America develops in.

I tailored the education section to draw focus to key skills and qualities. I use the *Group project* module to list some key skills that I have improved, such as communication and organisation, due to collaborative work. I have also listed some projects that demonstrate my practical ability in creating good quality code and applying good software engineering principles.

Whilst I have worked in several other different jobs, I decided to only list a few key positions to conserve space. My most important role was as a COVID vaccinator as I could link this to several qualities. For example, my communication and teamwork skills were bolstered as I mentioned that I worked well in a clinical team under intense situations. I also mentioned that I improved my communication skills with clients and, while communicating with clients was not mentioned in the role description, I anticipated that if Bank of America might be looking to offer further career opportunities to interns and this skill may be sought after for further along my career journey. I also mentioned an example of when I took on more responsibility and that I helped the vaccination program, which links to being passionate about making the world a better place. My other two jobs both helped demonstrate that I had good communication skills.

I made sure to let my five key skills directly relate to the role description. These were the ability to work and communicate effectively as a team, good software development practice, the ability to develop creative solutions to computational problems, taking on key responsibilities and working with clients. I was able to evidence each skill with a piece of coursework from my university course as well as my previous job at the vaccination centre.

My interests section mentioned my genuine interest in competitive gaming, computer hardware and badminton. I was able to tailor my interest in badminton to the role as I wrote that one of the reasons that I enjoyed playing was playing in a doubles team where we could adapt to each other's playstyles, which shows my ability to collaborate effectively.

Overall, I found that I enjoyed this exercise for the most part. I found that while I was planning and writing the CV there were a lot of skills on the role description that I didn't originally realise I had much experience in such as group work or communication. However, I did find at points that I could write more about myself, but I was not able to due to word count or it not matching the job role. The reason I might have felt this way was because when writing CVs in the past I listed all of my employment history and grades rather than just the ones that fit the role the best as I didn't tailor my past CVs to any particular role, however going into this CV I made the assumption that I would need to only list the best and most relevant parts of my employment history.

That being said, I think that my CV went well. I think that I performed a good analysis on the personality traits and skills that Bank of America were looking for as I was not able to infer any more from the description after several attempts to. I also think my CV demonstrates that I fit these traits as I had them listed and made sure that each skill or trait was met with a piece of evidence. However, when I reread the CV, it did seem that I was repeating information at points, for example I had already written that I had worked well as a team due to the vaccination job in the *Employment* section, but I also repeated it as evidence in the *Key Skills* section, meaning it does not add anything in terms of substance but does take up space on the page. I also wondered at points if I could have appeared more concise and slightly less wordy, whilst still conveying the same information as my page is filled with text which may look daunting or unappealing. I was also unsure about the balance to strike between being well tailored and being able to summarise my full knowledge well, I could have written about several other technical projects involved in my university course that I decided to leave out, this makes it more tailored, but I worry that it leaves the impression that I am less well-rounded as a programmer than I actually am.

In retrospect there may be areas I can improve on. For example, to avoid repeating information I could miss out the evidence for the key skills as most of it has already been listed elsewhere. I also believe that I can incorporate more visual artefacts into my CV such as colour, boxes, links, QR codes over important information to make it more visually appealing and readable. I also could have structured my CV to list all my coursework projects as I felt that some were worth listing, never made it into the CV due to lack of space or relevancy to the description.

## Section 2 – "Pitch me" Video

For this section I created a non-targeted video designed to pitch myself to a potential employer. I made sure to include personal details such as my name, education, professional interests, key skills, desired job sector, employability skills and interests.

I found whilst making this video that I enjoyed writing the pitch itself as the thought of being able to physically present some of my skills felt like hard work paying off. I did find it difficult to talk in front of a camera on my own as this made me feel a little awkward as it felt as if I was just talking to myself. Presenting is a skill that I do better in person in front of a small group of people as presenting online in a video call is also not one of my strong suites. These two combined factors made it feel strange at first to present the video. I also found that speaking in a less monotone fashion was difficult as in the first few takes, I wasn't showing enough emotion. This also ties back into feeling uncomfortable presenting by myself as if I felt that I needed to force emotion into my presentation as it is more natural to talk in a monotone voice when not in front of an audience

In order to overcome the unnatural feeling of talking to myself I tried to imagine a person behind the screen that I was having a conversation with. This also made it feel less like an online presentation and more like an in-person interview which helped me present. I also found it helpful to put the front facing camera on my screen so I could see myself while recording as this helped me see if my facial expression was too monotone, in turn helping my voice become less monotone.

In this process I have learnt that I was not very confident in my ability to record myself or do online presenting so I know which skills I must practice to improve upon. I have also learnt how to effectively create the script for a video designed to pitch yourself to an employer and what types of information they want to hear. I now have learnt first-hand that a monotone voice can make your presentation sound extremely boring.

I believe that this experience will help me network more effectively in the future as I feel as if I have improved my presentation and communication skills, and I now know how to summarise key skills and information about myself if I ever find myself in a networking event. I can send this video to potential employers or people I would like to network with to provide a quick summary of my qualities.

## Section 3.1 – Skills Strengths

Employability skills are sets of skills listed by SFIA that are transferrable, no matter which field of employment you go into. Identifying which skills that you have competency in can be useful when creating a CV or identifying areas of professional development that you excel at compared to other candidates. For this task I was asked to complete an SFIA Matrix of eight employability skills.

Out of the eight employability skills, the skill that I decided was my biggest strength was my learning and professional development skills. I wrote that I believed that I was competent in it, and this was because of my experience in vaccination centres seeking out extra training and negotiating a promotion from admin staff to a more senior role as a vaccinator, where I was the youngest vaccinator by a significant margin as most others were trained nurses. This role also helped me become competent in communication skills as I would need to talk about the vaccination process, making sure to explain any side effects in a calm manner, before giving it as well as respond to any questions that they may have.

When trying to ask for more training and negotiating with my manager I felt very daunted as I was not sure whether he would even let me try to become a vaccinator due to my age and lack of clinical experience compared to the others, however I was also confident that I could do the role as I had observed others performing it. During the training I also felt quite overwhelmed by the amount of knowledge that we had to have memorised about vaccines and protocol. At points I doubted that my communication skills were advanced enough for the role as there is a lot of difficult interaction involved. However, after performing the new role for a few months, I felt fulfilled as I think that my communication skills improved heavily, and I had also been promoted to the most senior role in my own career.

I think that this role helped give me competency in both my learning and professional development skills and communication skills. This was because my ability to respond to patients and explain effectively improved dramatically whilst working there to the point where I was at the same level as the more qualified vaccinators and the amount of initiative and work it took to get a promotion was more than any other time in my career. I find myself more comfortable taking on more responsibility after my promotion and better at analysing the scope of different roles.

In retrospect, I could have also tried to improve learning and professional development skills more by trying to contact some of my co-workers or managers to secure another job after my vaccination centre closed as this would give me even more experience, however this was difficult as I live at university and find myself unavailable a lot of the time due to coursework. I could have also improved my communication skills easier by volunteering to work with more difficult patients as there was more to learn from these encounters.

## Section 3.2 – Skills Weaknesses

Identifying key employability skills that require improvement are important in order to make appropriate prescriptions on how to advance them.

I had decided from the SFIA skills matrix that my biggest skill weakness was influence. Whilst I have some experience, I wrote that I had knowledge of the skill instead of experience or competency. I listed my group project coursework as an example. In this project we must work within a team to produce requirements and build a DIY tool lending website based on a client's brief. The project is still ongoing, but we have issues regarding getting working level contact with customers, suppliers and partners. I oversee some of my peers work to check on the practicality, for example whilst creating the requirements document I would have to modify some feature ideas and requirements

in order to make the project more feasible, but I do so infrequently and without a higher role with the responsibility to check.

I would personally like to improve on my influence skills, so I identify my level as experienced. In order to do so I will need to gain more practice and experience overseeing my peer's work. One way that I believe I can do so is by asking to make be given a higher responsibility role when coding the website next semester. With a more important role I will be able to make key technical decisions as well as assigning and overseeing my groups code. I will also need to gain more contact with my partners by scheduling more group meetings to discuss our roles and contributions to the website, and I will need to establish a working level relationship with some potential customers of the website. Once the website is functional and our group receives approval from the ethics board our group can begin testing of the website using real customers, when this is achieved, we can receive feedback formally from customers and also implement customer service features that enable customers to contact and interact with the websites administrators which I will work to maintain. I believe that these steps would help to advance my influence skills to experienced.

## Section 4.2 – The Article Reflection

I decided to write an article discussing the impact of artificial intelligence on our society and our future, mostly focusing on AI developed by OpenAI such as DALL-E 2, ChatGPT, and GitHub Copilot using natural language processing. I chose to use this topic as I would be interested in moving into the field of machine learning and artificial intelligence as a career path in the future. In addition to this, I was interested in the moral and ethical implications of this technology and how it will shape our future. Being a programmer, I also wanted to know more about the limitations of tools like DALL-E, ChatGPT, and GitHub Copilot, as I may need to use these tools in the future and wanted to be aware of their capabilities and limitations. Additionally, I was curious about how secure my job from AI automation, particularly in the programming field. I have always had a personal interest in science fiction movies and books, and the recent news coverage of DALL-E, ChatGPT, and GitHub Copilot piqued my curiosity about the current state of AI and its potential future impact.

I believe that at the current state of AI progress, simpler repetitive jobs are beginning to become automated or at least partially automated and that more complex jobs involving social interaction, medicine, art, and knowledge is also starting to become partially automated and is likely to become fully automated at some point in the future. As a result, there could be significant job loss in some areas that opt to have smaller workforces with AI contributing more to their role. The unemployment may have a cost on people's lives however, productivity and cost savings will improve, making for more benefit in the long term.

Socially, the impact of AI generated art such as *OpenAI's DALL-E 2* or *Midjourney* could come at a cost to human artists as the art is of very high quality and very easy to produce, devaluing other types of art. The way the machine learning works is by training using a large dataset of other artists work who may not willingly consent to training one of their effective competitors which is also potentially harmful.

Legally, AI tools may accidently produce copyrighted material if given the correct prompt knowingly or unknowingly by the user. Some AI also can break intellectual property laws by using copyrighted material as training materials for their machine learning algorithms.

Ethically people can also use this type of AI for malicious purposes such as harassment or propaganda campaigns due to its high-level understanding of the natural language.

Machine learning can also perpetuate certain types of discriminatory biases and stereotypes as they could be trained on a dataset that reflects that same type of bias. This can lead to unintentionally racist, homophobic, and sexist results coming from an AI. This will become more prevalent as more tools are created and used, and as more larger datasets are used because they can unintentionally represent societal-level biases.

Chatbots can also be used in a therapeutic manner for cognitive behavioural therapy or companionship in the future which can be beneficial for mental health and to aid the growing problem of increased social isolation, however it may also be unhealthy to substitute AI relationships for real relationships. I feel that in the future, AI will only get more realistic, and people will become more isolated with each other, and this could cause serious problems in areas of society where people can become too reliant on AI companions and do not have any real human interaction.

Overall, I felt as if this exercise went relatively well, as I managed to become much more informed on some of the technologies that are used, their limitations, as well as growing my knowledge by reading interesting articles to do with AI art and companions. If I were to repeat this blog post I may have put in a brief explanation on how each tool works technically to aid the reader's understanding.

## Section 5 - On-going Professional Development

The most helpful two activities that gave me the most insight into my own employability skills was the process of creating my CV and filling in my SFIA skill matrix. The reason that creating my CV helped me develop these skills the most was because it forced me to think about any past experiences, education, and personal qualities that I might have, and it made me consider how these applied to different skills and qualities in ways that I never thought of before. As I wrote, I realized that I had developed communication, teamwork, leadership, and time management skills. The process of tailoring gave me insight into what I might do in the future when applying for a job. I learned how to review the job description looking at the requirements and responsibilities of the job I was applying for and look for patterns in my own past experiences to identify key skills.

The SFIA skills matrix helped me as it provided a list of employability skills to give me a reminder of what skills might apply to me. This is useful as it means that I do not have to remember all the skills, and means I have material to refer to if I forget any skills. I also helps to use the list to identify the skills that are most relevant to the job that I would be applying for and highlight them on my CV to show potential employers that I have the skills they are looking for. I can also use the list to identify skills that I may need to develop to advance in my career.

In the future I will continue to fill in the matrix as well as working on identifying and improve other skills listed by SFIA relating to other areas as there are over 700 skills. I will also continue to use these as a framework for improving and tailoring my CV.

The professionalism quiz, like the SFIA skills matrix helped me find out professional characteristics that would be desirable in the workplace such as appearance and reliability. This can give me some idea of more potential characteristics that I may have or need work on. The information about workplace policy and legislation also gives me some insight into how workplaces may function and being knowledgeable in those areas can make me seem like a more responsible, reliable, and effective employee.

*Description*

*Feelings - How did I feel about this exercise? How did it make me feel? Why did you do that? What did you assume?*

*Evaluation – How well did your piece of work go?  What was good about the experience and what was bad?*

*Analysis – Why do you think it went well/badly? What lessons have you learned?*

*Conclusion – What else could I have done?*

*Action plan – If I were to do this again, what would I do?*