

Venotha Delan

84 Fox Hill Road, S6 1HB, Sheffield.

Email: venothadelan@gmail.com

Mobile Number: 07454558822

A “BEng Computer Systems & Software Engineering” graduate from the University of Greenwich; who is seeking a job in Sheffield.

As a software engineer, I have an understanding and IT-skills within C Programming, C++, C#, SQL, UNIX, HTML, PHP, Photoshop/Photo Impact, MATLAB, VHDL, ALTERA, MODELSIM, SAP and ASP.Net.

I have also a decent knowledge in business management, which was a part of my degree. This module gave me an understanding of how are businesses are build and how is works in the industrial world.

Furthermore, I am fluent in Danish, Tamil and English, plus have a basic understanding of German. I also have experience within customer service, graphic designing and teaching. I am very independent, creative, hardworking, discipline, friendly, ready to learn new things, improve and challenge myself; in order to offer the team or the company my best potential skills.

In my spare time, I enjoy doing graphic designs for business logos and posters on requests.

Educational History

- University of Greenwich - School of Engineering (2011 - 2014) Country: United Kingdom

Course: BEng Honours Computer Systems & Software Engineering

Group Project (2013):

Title: Attendance & Monitoring System (Classification: 1st class)

Role: Secretary

A responsible post, that required structured planning on how each member engaged in the project, as well as keep a track of each meeting and its outcome.

Individual Final Year Project (2014):

Title: An Investigation of the Virtual Learning Environment - Development of Moodle

A SMS notification system was created using PHP and HTML, and applied to the Moodle environment. Here, I learned new aspects of being a developer, for example how to choose the right programming language, as well as how analyse and select software's that work together with other programs, programming languages, or hardware's.

- International Baccalaureate Diploma. Country: Denmark
School Name: Nyborg Gymnasium (2009 - 2011)
Subjects: Visual Arts (High Level), Mathematics (Standard Level), Danish (High Level), Psychology (Standard Level), English (High Level), CAS (Creativity, Action, Service).
- Exchange Stay. Country: USA
School Name: North Adams Jerome High school - 11th grade (2006 - 2007)
Subjects: Arts Algebra II, Physics, Musical Theatre, Journalism / Yearbook, English, American Government, Economics.

Work History

- GE / Cytiva (2017-2022)
Role: Order Management Specialist.
I took customer and internal calls, processing orders that we received through the salesForce channel. I was dealing with stakeholders, attended imported meetings to finding out new and more effective solutions to improve customer relations. I handled 2 of the biggest accounts in the Nordic region.
- Sitel Ltd - Yousee /Bosch- (March 2016 - Now)
Role: Technical supporter - Inbound calls. My role was to help customers with general/technical enquiries about the products or report the errors they were experiencing with the products.
- Adecco Ltd. - Bosch Service Solutions Ltd. - Bosch Thermotechnology (May - October 2015)
Role: Customer service advisor - Inbound calls.
Lovely team members, supportive team leader, plus improvement in tone, modulation, vocabulary, confidence of speaking over the phone in a professional way.
- Adecco Ltd. - Bosch Service Solutions Ltd. - Lufthansa German Airlines (July 2014 - April 2015)
Role: Feedback handling Agent for the Danish market
I was in charge of the Danish market for Lufthansa German Airlines. I had to deal with claims from danish speaking passengers. Plus, handling legal and pre-legal issues on behalf of the airline. However, I also did handle english feedback along with that, which improved my writing skills and good customer service in both Danish and English.
- Plan International (2010 - Present)
Role: Translator (Voluntary)
Plan International's main intention is to help poor families in undeveloped countries. Here, I translated official documents from Danish to English and vice versa. On this occasion, I had the opportunity to improve my language skills (written), additionally to be a more dedicated individual.
- Hillsdale Computer Store (1 week, April 2007)
Role: Sales Assistant/technician (Placement)
During my exchange stay, I got the opportunity to work at the local computer repairing shop, which gave me a chance to experience the procedure of a computer technician repairing a PC; which was what made me more curious to know even more about computing.
- Uno-x (June 2000 – August 2004)
Role: Cashier and Sales Assistant
This experience gave me the opportunity to meet different people, and to experience the industrial working atmosphere. Additionally, I improved my communication skills, working under pressure and to be more independent.

Extracurricular Activities

- Dance Performances in Denmark, UK, Germany & France - Awards and diploma received (1993 - Present)
- Member of the Dance Society at University of Greenwich (September 2011 - June 2013) + Member of the executive team (Role: Treasurer)
- Member of the Art Society at Greenwich University (September 2011 - June 2012)

Language Speaking:

Danish (fluent), Tamil (fluent), English (fluent), German (conversational)

References available on request