

**Yip Hei Kan**

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Second-year BSc Computer Science student at The University of Reading with five years of experience in fast-paced retail environment. Possesses strong problem-solving and communication skills with proven ability to work independently or collaboratively within a team. Quickly learning new technologies, adaptable under pressure, and passionate about developing technical expertise to contribute to innovative software solutions.

## **Work experience**

### **Supervisor/Barista**

**Mooboo Bubble tea Reading  
& Oxford Branch**

**June 2021-Now**

Started as a barista and till operator with no prior work experience. This role has provided valuable experience and skills in managing fast-paced and high-pressure workflows, developing composure under stress, and practicing instantaneous problem-solving — all of which are beneficial for future technical role.

### ***Key responsibilities***

Manage team working schedules, ensuring members work efficiently and collaborate comfortably.

- Provided ongoing training and guidance to new employees, supporting skill development and helping them adapt smoothly to working with other team members.
- Determine and identify improvements of teams for high-speed till ordering and accurate drink-making processes.
- Communicated and provided feedback to management on operational issues, sales updates, and menu changes, while contributing suggestions to improve overall company management.
- Work as a barista and till operator and greet customers in friendly manners.
- Dealt with customer complaints and resolved them promptly to improve customer's satisfaction.
- strong commitment and adaptability by increasing availability to six days per week during staff shortages and peak business periods.
- Commuting up to an hour from Newbury to Oxford branch during staff shortages, providing assistance and managing workload of two staff members to ensure smooth store operations.

- I am also the tech support for these two stores, handling printer formatting and connection issues, as well as any software faults on the POS system.

#### *Key achievements*

- Learned how to work and communicate within a team.
- Able to work in a fast-paced and high stress level.
- Instantaneous problem solving.
- Manage working teams.
- Customer service skills.

## **Education & qualifications**

### **Bsc Computer Science**

Currently: Year 2

Year 1 Module Grades:

Imperative programming: A (90%)

Mathematics and computation: A (75%)

Object-Oriented Programming: B

### **Level 3 Applied science**

- Equivalent to A-level
- Distinction (A)

### **A Level**

**St Bartholomew School**

May 2022 to June 2024

- Mathematics (C), Computer science(C)

### **GSCE**

**St Bartholomew School**

September 2018 - July 2022

- English literature (B) language(C),
- Mathematic(B)

## **Personal Project:**

**Coach Lead** • Lead a team of coaches and play an active **CoachBright** role in delivering workshops at Acland **November 2022- May 2023** Burghley school.

- Support coaches by checking in and build a supportive environment.
- Collate pupil and coach feedbacks weekly.
- Communicate with programme officers to discuss developments.

<b>Group Leader</b> <b>Heng On Virtual Social Service</b> <b>April 2021</b>	<ul style="list-style-type: none"> <li>• Design a 2-week lesson plan for year 1-6 students from Hong Kong Deliver lessons to Students</li> <li>• Manage team of volunteers and remind them about lessons</li> </ul>
<b>Sub-committee</b> <b>Hong Kong Public Awareness and Social Service of King's College London</b> <b>November 2020- April 2021</b>	<ul style="list-style-type: none"> <li>• Publish society's monthly news column</li> </ul>
<b>Charity Representative</b> <b>Oncampus London</b> <b>Oct 2019- June 2020</b>	<ul style="list-style-type: none"> <li>• Organize and help with the St. Valentine's fundraising event.</li> </ul>

Additional Skills Languages:

- English
- Cantonese: Mother tongue and native language
- Mandarin

Computer science skills:

- Python
- Graphical User Interface(GUI): Tkinter, Pygame
- SQL
- JavaScript
- HTML / CSS
- APIs & Web Development Frameworks
- AI chat application (with and without API integration)
- Object-Oriented Programming
- Data Structures & Algorithms
- MATLAB: visualization and data analysis(Year 1 level)

Enterprise

Offline custom chatbot with tkinter and api  
A website with custom chatbot  
References are available on request.