

Mary Jones

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A recent Computer Science graduate with the ability to produce work accurately and to a high standard with industry related experience as an IT technical support assistant, working knowledge of managing IT inventories, and additional interpersonal skills developed through part-time employment in a customer-focused environment.

EDUCATION

2008-2011 Swansea University

BSc Computer Science

- Graphical Programming: Adobe Illustrator, Adobe Photoshop, 3DS Max, Google Sketchup, Adobe After Effects and Adobe Flash.
- Web Development Languages: HTML5, CSS3, JavaScript, XML, JQuery and Ajax.
- Programming Languages: Delphi, Pascal, Visual Basic, Java and C++.
- Time Management and Organisation: planning and organising time spent on projects/coursework; applying methods such as goal setting and prioritising workload in accordance with what is realistic against other commitments in order to meet strict assignment deadlines.
- Communication: participating in group discussion work with the purpose of exchanging ideas and reaching impartial decisions on topics covered by the course syllabus; delivering conclusions in the form of a visual and verbal presentation (utilising Microsoft PowerPoint) to classmates.
- Team Work and Leadership: Regularly worked in a team of four to six people to complete assigned projects. Inspired and motivated team members through offering encouragement, support and displaying a 'can do' attitude.
- Report Writing: Analysing various sources of information and communicating findings in a structured, coherent and persuasive manner, using Microsoft Word to present findings in the form of a written report.

2002-2008 Newton Comprehensive School, Newtown, Powys

A Levels: A-Levels: Mathematics (C), Physics (C) and Information Technology (B).

9 GCSEs: grades A-C

Relevant Work EXPERIENCE

June – September 2010 Privett College, Newtown Student Technical Support Assistant

- Summer placement providing 1st line support to users of IT equipment in college's Library IT Suite. Primarily responsible for: familiarising users with static and portable IT equipment and solving log-in, operator and printing issues.
- Troubleshooting laptop and/or desktop setup by analysing, tracing and correcting faults areas in the IT equipment's system.

- Recorded faults on a centrally held 'Fault Reporting and Repair Register' (constructed using Microsoft Excel) and, if necessary, arranged for further inspection via email or telephone.
- Managed the Library's IT inventory through taking a periodic survey of all materials and equipment in stock, making an itemised record of all accounted stock and reporting any inaccuracies to the IT Manager.

OTHER EMPLOYMENT

2008-2010 Virgin Media, Swansea

Customer Service Representative (part time during academic study)

- Solved problems in a target-driven environment.
- Further developed customer service skills when dealing with calls from the public.

2006 –2008 Next, Newtown

Sales Assistant (part time during A Level study)

- Gained confidence in work environment and helped to mentor new members of staff.
- Understood the significance of spread-sheets detailing best-selling items.
- Applied this information for effective organisation of stock on the shop floor.

POSITIONS OF RESPONSIBILITY

2009-2011 **Secretary of the Computer Science Society:**

- Chaired meetings of the Society and liaised with Student Union on Society procedures; set up visits to local finance companies e.g. organised for 30 students to visit RBS via an academic contact.
- Increased membership by 35% through effective use of Facebook and innovative activities during Welcome Week.

2010-2011 **Student Ambassador, Swansea University**

- Promoted higher education opportunities to prospective students and their parents.

ACHIEVEMENTS

Music - Piano and Violin - Grade 8

- Dedication and commitment necessary for attaining this level in both instruments.
- Played in both Youth and County orchestras, regularly competing in national championships.

Sport - Member of the University Ladies' Hockey Squad

- Effective team working and communication skills between all members of the squad resulted in a winning team.