

PERSONAL PROFILE

["Meet Me \(Don't blink\)" – YouTube](#) – Combining my background in International Business, and my deep-rooted creativity, I excel in environments that require innovative problem-solving and dedicated effort. I believe code is art, and I am looking to incorporate my prior experience in business, creative arts, and engineering to further my career in IT.

EXPERIENCE

Service Desk Agent, Fujitsu - Wakefield

January 2024 – Present

- Proficient in software such as Microsoft Office, Intune, RDPs, Active Directory, and CyberArk PAM, with a proven ability to learn new systems quickly.
- Delivered high-quality IT support for proprietary software, networking, file recovery, and system troubleshooting in a fast-paced environment.
- Handled sensitive data and tasks within a secure government contract, ensuring compliance with strict protocols.
- Collaborated with a team to manage 5,000 daily incidents, consistently meeting SLA targets and exceeding KPIs.
- Achieved a 92% customer satisfaction rating by resolving user issues efficiently and delivering exceptional service.

Assistant Manager, YO!Sushi - Manchester

October 2023 – November 2023

- Orchestrated store operations by fostering effective collaboration within the team. Demonstrated commitment to legal compliance by overseeing kiosk safety, paperwork, inventory management.

Fullstack Developer, Northcoders - Leeds

October 2022 – February 2023

Completed a 13-week bootcamp, gaining further insight into full-stack development and its ecosystem.

- Implemented Test Driven Development (TDD) methodology to ensure the quality and reliability of the codebase.
- Utilised version control tools such as Git to manage and maintain different versions of the codebase, while collaborating with team members on development projects.
- Worked in Agile development environment and familiar with group and pair programming for efficient problem solving and knowledge sharing.
- Developed a forum website inspired by Reddit using HTML, CSS, and React, gaining experience in single-page app development and integrating a back-end API with Express and PSQl.
- Created a gym social media app for web and mobile using React Native, enabling users to track and compare fitness stats within friend groups.

Co-Founder, Déluge - Leeds

August 2019 – September 2022

Co-founder and creative manager of a designer clothing & streetwear e-commerce store.

- 4 years' experience in website maintenance and development using HTML, CSS, PHP, and WordPress.
- Achieved over 1,000 sales within 4 years and generated an annual turnover upwards of £78,000.
- Responsible for creating a captivating online presence through social media posts and marketing, effectively utilizing videography, photography, and graphic design.
- Marketing, growing a private Facebook group to over 12,000 members and 15,000 followers on Instagram.

URL: delugestore.co.uk/

Squad Leader (BOH), YO!Sushi - Leeds

September 2019 – August 2021

- Led and managed a kitchen team, ensuring exceptional Japanese cuisine, maintaining high standards under time pressure, handling kitchen preparation, staff training, stock management, and rota allocation.

IT Support & Graphic Design, University of Leeds - Leeds

July 2016

- Successfully designed a leaflet to promote the refurbished IT service desk, gaining valuable office experience in deadline-driven teamwork, adeptly resolving unique issues for students and university members.

Further experience available on request.

EDUCATION

University of Leeds, International Business (BSc)

September 2018 – June 2021

- 2nd place in an International Strategy Simulation Competition
- Entrepreneurship Scholarship - £3,500 cash reward for a successful business proposal
- Peter J. Buckley Achievement Scholarship for receiving over 192 UCAS points

November 2020

November 2019

February 2018

Temple Moor High School & Science College (A Levels), Leeds

September 2010 – June 2018

Photography (A*), Graphic Communications (A*), Business (B), Polish (C)

TECHNICAL SKILLS

Languages: JavaScript, TypeScript, R

Front End: HTML5, CSS3, React, React Native

Back End: Express, Node

Database and Cloud: PSQL, NoSQL, Firebase, Azure, AWS

Testing: Jest

Team Collaboration (CI and CD): Jira, Trello, Slack, Git

Design: Adobe Photoshop, Premier Pro, Illustrator, After Effects, Sony Vegas, Figma

Support: ServiceNow, InTune

VOLUNTEERING

Co-Founder, FEED LEEDS, Leeds

December 2012 – Present

- Acting as the first point of contact and lead management of a poverty alleviation charity group

Interpreter, Moor Allerton Fellowship Centre, Leeds

December 2018 – 2019

- Experience in English to Polish & Polish to English interpretation in front of an audience of 30 people.

Computer Technician Assistant, 7th Day Adventist Church, Leeds

2008 - 2011

- Assisted with the management of software and hardware for a church with over 200 attendees.

CERTIFICATIONS & SKILLS

Fundamentals of Digital Marketing Certificate, Google

2023

JavaScript Algorithms and Data Structures Certificate, freeCodeCamp

2022

Bloomberg Market Concepts (BMC) – Introduction qualification in financial markets and use of Bloomberg terminal, Bloomberg

2018

Languages – Polish (Native), English (Proficient), Russian (Beginner).

REFERENCES

References available upon request.