

Emmy Lee

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A second year Computing undergraduate with industry related experience as an IT technical support assistant and also working knowledge of managing IT inventories and customer service. Seeking a twelve month placement opportunity in the computing sector to further develop expertise and positively contribute towards a company's success.

Education

University of Portsmouth - Sept 2024 - current

BSc (Hons) in Computing - current predicted grade: 2:1

Course accredited by the British Computer Society (The Chartered Institute for IT)

This degree is focussed on studying the topics of: Architecture and Operating Systems, Database Systems Development, Programming; Networks, Software Engineering Theory and Practice, Security and Cryptography, Data Analytics and Visualisation and User Experience Design and Implementation.

The course also combines practical projects and theoretical study, developing technical and transferable skills in:

- **Web Development Languages:** Experienced in front-end technologies including HTML5, CSS3, JavaScript, XML, JQuery and Ajax to create responsive, user friendly interfaces
- **Programming Languages:** Gained working knowledge of Python, Visual Basic, Java and C++ to develop functional applications
- **Time Management and Organisation:** Consistently meet project deadlines through effective goal setting, prioritisation and workload balancing
- **Communication:** Contribute to group discussions and projects, and deliver verbal presentations to academics and students
- **Team Work and Leadership:** Regularly collaborate in teams of 4-6 to complete academic projects, creating a positive team environment by offering support and encouragement when in leadership roles
- **Report Writing:** Skilled in analysing sources and presenting findings in clear and concise reports

Relevant Experience

Student Technical Support Assistant, University of Portsmouth, December 2024 – Present

- Provide first line IT support two days a week, assisting users with login queries, printing and equipment setup
- Diagnose and resolve hardware and software issues and log faults in a central register, escalating complex cases to the central Information Services team
- Monitor equipment usage regularly to ensure efficient allocation and a positive student experience
- Maintain and audit IT inventory, reporting any discrepancies to the IT manager
- Greet and support visitors in a helpful and approachable manner, and deliver solution focused support at all times
- Currently collaborating with a team of five to develop and implement an out of hours student IT support service, including process redesign and system commissioning
- Handle personal data in compliance with university Data Protection policies

Bright Network Virtual Technology Internship, July 2024

- Gained insight into industry practices through interactive tasks, webinars and case studies led by top UK employers in the Technology sector
- Developed skills including problem solving, communication and commercial awareness through online group tasks
- Produced a final reflective report summarising key learning outcomes and career goals

Volunteering Experience

Online Accounting Volunteer, RNLI Lifeboats , Jan 2023 - Present

- Process weekly online cashbook data for designated RNLI branches, ensuring accurate allocation of income and expenditure
- Prepare and distribute monthly and year end financial reports to branch treasurers using Microsoft Excel
- Regularly liaise with the Community Fundraising Manager by telephone to report progress and discuss fundraising strategies

Other Experience

Sandwich Technician, Subway Fareham, Jan 2022 - Nov 2023

- Delivered excellent customer service in a fast paced food preparation environment
- Prepared food to brand standards, maintained hygiene, and ensured a clean and safe workspace
- Handled cash and card transactions accurately using a point of sale system
- Worked collaboratively with team members to meet service targets - on average customer orders were completed in just under 2 minutes
- Assisted with stock rotation, inventory checks and daily opening/closing procedures

Additional Information

Other Qualifications: Privett College - Sept 2022 – July 2024

- A-Levels: Mathematics (C), Physics (C) and Information Technology (B)
- AS Level: Computer Science (C)

Bay Park Secondary School - Sept 2017 – June 2022

- GCSE's: 8 obtained at grade 4-8, including Mathematics, English and IT

Languages: Good comprehension in reading, writing and speaking Mandarin

Driving Licence: Full UK Driving Licence, with access to own transport

Interests and Activities

- Member of Portsmouth's Skydiving Association. To date, have completed 31 freefall jumps and 19 static jumps
- Enjoy keeping up-to-date with current affairs, news and trends in the computing industry by subscribing to Computing Weekly
- Keep physically fit by running regularly and participating in yoga classes

References available on request