

Emmy Lee

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Personal Profile

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 2018 - July 2022

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

This degree is focussed on studying the topics of: Computer Architecture with Maths; Database Design, Development and Principles; Programming; Network Fundamentals; Software Engineering; Information Security and Computer Operating Systems; Data Warehousing and Mining; and Ecommerce Infrastructure and Technologies.

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

- **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:** Regularly exercise conscious control over the amount of time spent on projects/coursework; often applying methods such as goal setting and prioritising workload in accordance with what is 'achievable' and 'realistic' against other commitments/the time frame available to meet strict assignment deadlines are met.
- **Communication:** Under the guidance of tutors, participate in group discussion work with the purpose of exchanging ideas and reaching impartial decisions on topics programmed into the course syllabus; at times, delivering conclusions in the form of a visual and verbal presentation (utilising Microsoft PowerPoint) to classmates.
- **Team Work and Leadership:** Regularly work in a team of four to six people to complete assigned projects. Inspire and motivate team members through offering encouragement, support and displaying a 'can do' attitude.
- **Report Writing:** Analyse various sources of information and communicate findings in a structured, coherent and persuasive manner - employ Microsoft Word to present findings in the form of a written argument.

Privett College - Sept 2016 – July 2018

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

Bay Park Secondary School - Sept 2011 – June 2016

- GCSE's: 8 obtained at grade A-C, including Mathematics, English and Science.

Relevant Experience

Student Technical Support Assistant - Oct 2018 – Present

University of Portsmouth

- Work two days a week providing 1st line support to users of IT equipment in the University's Library IT Suite. Primarily responsible for: familiarising users with static and portable IT equipment and solving log-in, operator and printing issues.
- Troubleshoot laptop and/or desktop setup by analysing, tracing and correcting faults areas in the IT equipment's system. Record faults on a centrally held 'Fault Reporting and Repair Register' (constructed using Microsoft Excel) and, if necessary, arrange for further inspection by the University's Computing and IT Services via email or telephone.
- Visually monitor equipment usage on a 30 minute basis to ensure users are not only efficiently paired with a device on arrival but also receive an excellent student experience upon visiting the Library's IT Suite.

- Responsible for managing the Library's IT inventory. This duty is accomplished 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.
- Greet and support visitors in a helpful and approachable manner to promote a 'can-do' attitude, enhance customer service and maintain ongoing client relationships.
- Report escalating issues directly to the IT Manager to ensure an efficient, calm and user friendly environment is maintained.
- Currently working with a team of five other Technical Support Assistants to introduce an out-of-hours call centre function for students. Project involves re-engineering existing processes and commissioning new IT systems in support of this service.
- Manage personal information in accordance with the Data Protection Act (1998) and University of Portsmouth's Data Protection Policy to ensure all personal data collected is used fairly, stored safely and not disclosed to any other person unlawfully.

Volunteering Experience

Online Accounting Volunteer - Jan 2019 - Present

RNLI Lifeboats

- Work remotely and on a weekly basis to process online cashbook information for specified RNLI branches. Main duty involves accurately and timely assessing allocation of branch income and expenditure (of the online cashbooks) to measure branches' success.
- Responsible for supplying monthly and year-end reports to the appropriate honorary treasurers or branch officials. Achieve this by collating data on a Microsoft Excel spreadsheet and sharing information either via email or in person at a pre-arranged meeting point.
- Assist and/or coach specified branches towards independent use of the online cashbook. Enable learning and development through providing an unconditional positive regard for the branches' needs and using objective measures (wherever possible) to ensure a successful relationship is developed and branches are achieving their personal goals.
- Regularly liaise with the Community Fundraising Manager by telephone to provide updates on my progress, ensure all monies raised for RNLI are accounted for and discuss innovative ways in which funds can be raised to save more lives at sea.

Other Experience

Sandwich Technician - Jan 2016 - Nov 2017

Subway

- Provided a bespoke catering service to the public; offering a wide range of healthy food choices styled to individual requirements.
- Collaborated with colleagues to employ an assembly line-style system whereby sandwiches were quickly and efficiently made. This allowed the team to complete a customer's order (on average) in less than 2 minutes and work well when put under pressure during busy periods.
- Was often responsible for taking payment of orders and balancing the till at the end of the working day; demonstrating the ability to handle everyday arithmetic and numeric data.

Additional Information

- **English:** Mother tongue. **Mandarin:** Good comprehension in reading, writing and speaking.
- **Duke of Edinburgh Gold Award:** Award was accomplished through undertaking services to the community; developing practical and social skills; enhancing areas of physical activity; and planning, training for and completing adventurous journeys (in the UK and overseas).

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 [Computer Weekly](#)
- Keep physically fit by running regularly and participating in yoga classes.

References available on request