

Dylan Mwakaseke – CV

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Skills Summary

I am a reliable and conscientious student, on the second year of a BSc Hons Computer Science Degree at Dundee University. I am organized and disciplined to work well on my own or in a team, and have a positive, willing and cheerful attitude. These are traits I've developed from sport (basketball), and from IT helpdesk jobs. I like to achieve a high standard of work, and enjoy solving problems. I am familiar with the following programming languages and tools: Python, Java, C, C++, SQL and Git. I'm willing to learn new skills and am ready to ask questions to improve my knowledge and excel in my role.

Education

James Gillespies High School, Edinburgh

Advanced Highers(2022): Computer Science (B); Mathematics (C)

NPA Level 6(2022): Computer Game Design (Pass)

University of Dundee

2023 – ongoing BSc Hons in Computer Science (second year)

Year 1 courses: Mathematics 1A, Mathematics 1B, Embedded Systems Development and Networking, Unix Systems, Front End Website Development, Introduction to Data Structures and Algorithms, Introduction to Software Developments.

Year 1 Introduction to Data Structures and Algorithms Final group project: A program to replicate a messaging/chat application using java. This was biggest group project of first year; as a team we designed/planned, coded and tested, and together we submitted the finished program. We went through a few problems, but through communication within the team we were able to help each other resolve them.

Year 2 courses: Introduction to Artificial Intelligence and Machine Learning, Multi-Paradigm Programming, Operating Systems, Software Engineering, Database Systems, Modern Web Stack Development, User Interface Design.

Employment History

University of Edinburgh, IT Helpdesk Assistant (24th October-19th November 2022)

Four weeks unpaid internship with the IT Help Desk Team at the School of Social and Political Science, providing customer service to academic and professional services staff. I was responding to help desk calls via the UniDesk system in a timely and efficient manner, for example:

- Delivering new laptops, supplying and installing equipment, and instructing users on how to use them correctly
- Trouble-shooting audiovisual equipment issues
- Installing bespoke university operating system onto new computers
- Data entry, such as entering details of new equipment onto a database, and registering devices on the university network.
- Maintaining accurate records of services provided on the UniDesk system and closing down calls on completion of a job.
- Creating staff profiles for new members of staff on the University's website

I took the following University of Edinburgh training courses

- GDPR
- Information and Security
- Writing for the Web

Zonal Retail Data Systems, Help Centre Temp role (23 November - 22 December 2022), Help Centre Analyst (6th January - 9th September 2023, part-time)

Working in a team to solve customers' issues with software/hardware supplied by Zonal for the hospitality industry. Using the ticketing systems HEAT and ServiceNow, I would listen, on the phone or email to the customer's issues. If possible, I advised them on how to resolve the issue themselves, otherwise I would remote onto their device and solve the issue for them, or refer them to the relevant team.

- Diagnosing customers' issues in an efficient and timely manner
- Working in a team to solve cases quicker and help each other on unfamiliar issues.
- Installing the relevant software remotely onto devices
- Taking down concise and meaningful notes of each customer's issue, so that others in the team would be able to quickly see and understand the customer's problem
- Monitoring specific cases coming in and solving by priority or checking for updates/chasing

References:

Angie.Reay@ed.ac.uk (IT Help and Consultancy Service Delivery Manager)

Lee.Marr@zonal.co.uk (Helpcentre Resource Manger)

Steven.Wylie@zonal.co.uk (Helpcentre Team Leader)