

## Profile

An eager and versatile person; I'm always up for a challenge. As soon as I get stuck into something, I will work tirelessly until the task is complete or the problem is solved. Over the years, I've also proven that I'm highly adept with customer service and communication. I work well under pressure to successfully find the best solution for everyone in a situation. If this involves teaching myself a new skill to do so, then so be it!

## Education

### Kingston University London

*Cyber Security & Computer Forensics*  
Upper Second Class with Honours  
September 2018 - July 2021

### Robert Smyth Academy

GCSEs + A Levels  
August 2014 - May 2018

## Non-working Experience

### Cyber Security Challenge

*Face-to-face contest run by the National Crime Agency at Shrivenham Defence Academy. Succeeded in the online qualifier round and was invited to spend the weekend working on digital forensics and learning how cybercrime is investigated. It was a fantastic experience!*

August 2018

### Cyber Discovery

*Was invited to complete all 4 phases of the Cyber Discovery program run by the SANS Institute and HM Government. With the first 3 phases being online, I was invited to CyberStart Elite in London to complete the program. This program is what inspired my interest in cyber security.*

November 2017 - December 2018

## References

*These are available upon request from Monzo Bank and Kingston University.*

## Skills

- Linux and Windows server management
  - On-premise or cloud
  - Active Directory set up and administration
- Proficient with macOS, Windows and Linux
- Network administration and configuration
- Clear communication and customer service
- Can react in real-time under pressure
- Self-driven but I also work very well with a team and a structure
- Fully supportive of colleagues

## Work Experience

### Kingston University London - IT Service Desk Analyst

*Working on the IT Service Desk at Kingston has given me the opportunity to use my skills to support staff and students across every area of the University with their technical issues. Taking live calls and live chats whilst handling submitted incidents and service requests through our Service Desk Portal, I endeavour to resolve the customer's issue on the spot. Where this isn't possible, escalate incidents and requests to the appropriate team to ensure that we find a resolution in a timely manner.*

November 2019 - present

### Monzo Bank - Activity Co-ordinator

*After 16 months of working as a Customer Operations Representative at Monzo, I was offered the opportunity to move roles internally to become an Activity Co-ordinator. This role is within the Workforce Management team and requires me to monitor the contact queues in real time to ensure all of our COps are in the best place for them at the time to make the strongest impact. Overseeing more than fifteen different business domains, I ensure that we meet regulatory and internal deadlines by dynamically adapting the schedules that people work to.*

February 2020 - present

### Monzo Bank - Customer Operations

*I joined the Customer Operations (COps) team as a weekend COp. I was given the opportunity to learn how financial systems work, particularly from the point of view of a bank in the United Kingdom. Initially just taking live chats and emails, I was quickly trained and entrusted to take calls. I was able to confidently field questions and requests from customers to get them what they needed from the Bank. I later specialised as a Troubleshoot Badge holder. This means I would investigate bugs and issues that customers found within the Monzo Bank app, and would be the point of contact between the customer and the engineers. On top of this, I became an Activity Lead - the precursor to being an Activity Co-ordinator.*

October 2018 - February 2020