

PROFILE

I am an adaptable and responsible BSc (Hons) Electronic Engineering graduate currently working as a Technical Manager. With a strong foundation in marketing, customer service and teamwork, I have demonstrated my computer/networking, graphic design and literary skills, to design and develop marketing material and technical documentation for diverse audiences.

SKILLS

Programming languages: C++ (Arduino), CSS, HTML, JavaScript, PHP, PowerShell, VBA, XAML

Software: Adobe Suite, Affinity Suite, cPanel/WHM, DaVinci Resolve, Docker, FileMaker, Fusion 360, Labcenter Proteus Schematic/PCB Design Suite, Microsoft Office Suite, Windows/Mac/Linux

Practical: 3D Printing, Computer Networking, Laser Cutting/Engraving, Self-employment, Server Management, Soldering

WORK EXPERIENCE

Arun Microelectronics Ltd. (2019 - Current)

Technical Manager

- In my current role as Technical Manager, I ensure the optimal functionality and suitability of company-wide technology by actively identifying and implementing software and hardware improvements.
- I work closely with other department managers to plan, execute and oversee technical projects, identifying risks and implementing mitigation strategies where necessary.
- To ensure consistency, security and scalability of technical systems and processes, I am responsible for documenting policies and procedures used across the company.

Technical Sales Manager

- In this role, I gathered information on market trends, customer and end-user needs for use by management, to develop effective company strategies.
- Managed end-to-end sales processes as the primary customer contact, maintaining key accounts and delivering after-sales technical support.
- Successfully led a team, providing guidance to drive sales performance and achieve targets, while encouraging open communication and being mindful of opportunities that could develop their professional skills.
- Driven by my motivation to improve efficiency and user experience, I redesigned the company website, produced marketing material such as product photographs and video, and managed parts of the company's IT infrastructure.

Electronics Engineer

- In this role, I applied skills attained in my electronics degree and in my hobbies; while taking opportunities to learn new skills and further understand the end-user experience.
- Working with the product design team, I designed and built test/production equipment for use during manufacturing processes.
- I played a role in influencing the mechanical designs, PCB layouts and software user interfaces of several internal tools and market products, resulting in enhanced functionality and user experience.

University of Brighton (2016 - 2019)

Information Services Student Helper

- Provided technical support and guidance to students and staff through the IT Helpdesk, addressing general and IT-related enquiries, independently troubleshooting IT issues, and offering practical solutions.
- Conducted regular checks and maintenance of AV equipment in lecture theatres and seminar rooms, out of hours, ensuring minimal disruption during classes.
- Was an approachable Library Helper, offering assistance to students and staff in finding books, providing directions, and resolving IT-related queries.
- Contributed to various projects involving the university's telephony system and hardware/software setup.

Aerzen Machines Ltd. (2011 - 2018)

Apprentice Engineer/Sales Engineer/IT Responsibilities

- Initiated a 2-week work experience opportunity at Aerzen during Year 10, leading to an apprenticeship offer as an Engineer. Worked in both sales and factory departments, gaining valuable knowledge of the company's products.
- Settled in the sales department, building customer relationships, generating quotations, and contributing to the company's market progress. Played a key role in marketing efforts, establishing and overseeing social media presence. Sent abroad to setup other branch's social media presence.
- Recognised for attention to detail, responsible for proof-reading translated technical documentation from German to English.
- Became involved in IT infrastructure, developing programs to enhance workflow efficiency, and took on the responsibility of collaborating with the IT contractor to make technology decisions.
- Sponsored for part of university degree.

Stewards Academy Swim School (2011 - 2017)

Casual Lifeguard/Pool Staff

- Started as a volunteer assisting in children's additional needs swimming lessons, eventually becoming a lifeguard/pool staff member upon achieving lifeguard qualification.
- Monitored pool area for safety hazards, supervised swimming lessons, assisted customers with queries, maintained facility presentation, ensured water quality, administered first aid, and participated in regular training sessions.
- Developed digital solutions to streamline cashing-up processes and staff clocking in/out system, as well as conducting other advanced computer tasks.

EDUCATION AND QUALIFICATIONS

University of Brighton (2014 - 2019)

BSc (Hons) Electronic Engineering – Second class upper division (2:1)

- Engineering Design, Innovation and Management – Designed and developed a fighting "Robot Wars" robot, through individual and group work.
- Group Project – As part of an interdisciplinary module, I lead a team, while developing my communication, graphic design and presentation delivery skills.

Harlow College (2011 - 2014)

BTEC Level 3 Diploma in Manufacturing Engineering - Distinction Distinction (2012 - 2014)

BTEC Level 2 Extended Certificate in Engineering - Distinction* (2011 - 2012)

Mark Hall Specialist Sports College (2006 - 2011)

7 GCSEs A-C, including English and Maths.