Amisha Ariyaratnam

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Personal Statement

Committed Web Development student with 7+ years of IT experience. Throughout my studies, I have developed my interpersonal and coding skills. My strongest language is HTML. I am looking to develop and share my knowledge and skills in the real world.

Summary

- I have obtained excellent **communication** and **interpersonal skills** in several ways, which I have gained from my work experience, tutoring, and mentoring. Tutoring one-to-one and small groups, has helped me significantly improve my communication and listening skills. Having previous mentoring experience aided me in excelling as a tutor. Fluency in Tamil and English has been an advantage of tutoring for me as it enabled me to communicate easily with students who were unable to speak English. In addition, while working in John Lewis and Co-op, being bilingual enabled me to communicate with certain customers to fulfil their needs.
- Delivering an exceptional standard of **customer service,** including responding professionally to customer concerns and demonstrating comprehensive knowledge of company products. I have obtained these skills from working in John Lewis, Co-op and Barnardos.
- I have a strong desire to ensure that a given task is completed to my fullest capacity, doing this establishes my **motivation** and **determination**, and I have demonstrated this skill in group projects and at the workplace.
- I am **creative** and **logical** when I face a problem, I adapt to the given situation to identify solutions. I have presented in tutoring as students face various difficulties this gives me a chance to **problem solve** and find new methods of teaching so that students understand. I prepare and plan my lessons before each tutor session, through this, I have developed strong **organisation** and **planning skills**.
- Giving enough time to focus on my studies, and being able to work and socialise, has improved my **time** management skills significantly.
- To tackle my group work project which we were struggling with as some of our group members were not participating. I took the role as a **leader** and assigned roles to each member of the team depending on their strengths and we worked **efficiently** together to ensure the given task was completed to the best. By using **Microsoft Word** and **PowerPoint** to represent our project.

Education and Qualifications

2023 – Present IT Career Switch Full Stack Web Development
Modules studying include:

- HTML5 & CSS3 Fundamentals
- JavaScript Essentials
- Introduction to Python
- Full-Stack Engineer
- jQuery
- Python
- PHP
- Bootstrap

2021 – 2023 Nottingham Trent University BSc (Hons) Computer Systems (Cyber Security)
Modules studied include:

- Network Design and Administration
- Cyber Security
- Distributed Network Architectures and Operating Systems
- Advanced Networking
- Information Security
- Practical Project Management & Professional Development

2020 – 2021 University of Derby BSc (Hons) Information Technology
Modules studied include:

- Client-Side Web Development – In this module, I developed fully functioning websites from scratch using WebStorm.
- Computational Mathematics
- Introduction to Computer Science – In this module, coding in C++ was a first step for me, I was very new to this language and gradually picked up quite quickly.
- Introduction to Data Analysis
- Programming
- The IT Design Studio – In this module, teamwork and a website were required which we successfully achieved with a good grade.

2018 – 2020 Oaks Park Sixth Form
Cambridge Technical Introductory Diploma in IT - D*
BTEC Double Business – D-D

2013 – 2018 Oaks Park High School
9 GCSEs including Computer Science (6) and Combined Science (6-5)

Technical Skills

Hardware
Printers, Scanners, USB, HDMI, Wireless – During my school years, I used a few different hardware devices particularly printers and USB sticks, quickly familiarising myself with them.

Software
Installation, Microsoft Office, Adobe Photoshop, Updates, Video, Sound, Bluetooth, Display monitor, resolving technical issues - Many different software's were required during my studies, they were installed myself and updated as required. I always used Microsoft Office to present my assignments, while learning video, sound, and Bluetooth skills along the way.

Operating System
Microsoft Windows 10, macOS, Android, iOS – Microsoft Windows 10 is the main OS for the completion of my projects and assignments however I have also experience with macOS.

Security
Maintenance, Monitoring, Prevention, Backup Management, Protection – Backups are an area of great confidence as my university work is backed up constantly in the event of an accident. As a first and second year student I have completed a module in security, and I am aware of the different ways a system can be at risk and many ways to protect and prevent it from happening.

Programming Languages
HTML, CSS, Python, Java, C++, JavaScript – I am currently learning HTML, CSS, Python, and JavaScript and have about 5yrs of HTML experience. I have some Java and C++ experience from my first year of university.

Experience

17th June 2023 – Present Tutor at MyTutor
I am enthusiastic about sharing my knowledge and skills with others. By doing this it has helped me improve my knowledge and **interpersonal skills** and my ability to solve problems that students are facing, I believe that I am improving struggling students' grades by giving them different methods of learning. During this time, I have developed a few essential skills whilst taking this role. For example, patience, **positivity**, empathy, **confidentiality**, active listening, **leadership**, and **problem-solving**.

19th July 2023 – 13th Jan 2024 Stock Assistant at John Lewis
While working in John Lewis my role consists of putting away stock and keeping the store tidying while assisting customers with their needs. I have seen a huge improvement in my **team working** skills as I'm constantly working with my team, I needed to communicate every task we completed as a team and some tasks needed to be completed together. I considerably improved my communication skills even as I assisted customers in completing their purchasing needs alongside my confidence has grown too.

15th – 19th July 2019 Shop Assistant at Co-op
I have gained better knowledge of how grocery stores work and I have learned ways to stack shelves and as well as **organising** stock in a manner to ensure it sells more. Delivering an exceptional standard of **customer service**, including responding professionally to customer concerns and demonstrating comprehensive knowledge of company products. I worked on tills which have also had a positive impact on my **communication skills** and my **confidence**. Cleaning the working environment to ensure staff and customers are always safe and to ensure all regulations are followed and health and safety are always taken into consideration.

Voluntary Work
July – August 2018 Cashier at Barnardos
During this role, I increased **customer loyalty** by assisting customers with their purchases. I also carefully bagged purchased goods to avoid the breakage of fragile items.

Interests

Painting – I studied Art during GCSEs as I enjoy exploring my creative side, I ensure I give myself some time to paint as it is relaxing and a good stress relief.
Gym – I am a regular gym member, and I am very devoted to working out and making sure I am healthy.
Robotics – I'm really intrigued in how robots work and how much artificial intelligence goes into creating one. I'm always finding ways to teach myself through YouTube videos.

References

Magdalena Williams	Andrew Pierson
Available upon request	Available upon request