

# John Doe

**Email:** XXXXXXXX | **Phone:** XXX-XXX-XXX

LINKEDIN URL

PORTFOLIO URL

## EDUCATION

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**Institution:** University of X

March 2015 – June 2019

**Degree:** BA in Information Systems and International Relations.

- **Relevant Courses:** Principles of International Business – SME Internationalisation – Systems Analysis – Management of IT Projects – Information Systems Strategy – Business Process Design – User Experience Design – Social and Interactive Media – Introduction to International Relations.
- **International Leadership Programme:** Designed to develop your leadership potential, advance your knowledge, build your global competency and enables you to think critically about the leadership challenges in world affairs.

## SKILLS

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- **Quality Assurance/Control:**
  - Worked with a large number of systems, reports and tools within the Ministry for the Environment involving numerous different quality control activities.
- **HTML & CSS:**
  - Has been used in all of my web-based projects; both in and out of university.
- **Troubleshooting:**
  - I emphasise an unmatched ability to troubleshoot technical issues through documentation, research and subsequent analysis to find the root cause and ultimately a solution.
- **Customer Service/Support:**
  - In-person, over the phone, through email and other digital avenues. - Required a constant professional and approachable manner.
- **Systems Analysis:**
  - Selection of appropriate techniques for problem definition and information systems analysis.
  - Application of the different SDLC strategies (Waterfall and Agile).
  - Documentation of business system requirements.

## WORK EXPERIENCE

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**Organisation:** Ministry of X

7<sup>th</sup> January 2019 – 15<sup>th</sup> March 2019

**Role:** Summer Internship – Quality Control Analysis

**Location:** X, Y

- Contributed to the development and review of the Annual National Greenhouse Gas Inventory report (1990-2017) under the guidance of the Intergovernmental Panel on Climate Change Good Practice Guidance (IPCC). Found here: [LINK](#)
- Quality control checks of the Ministry for the Environment's online emissions tracker tool. Found here ([LINK](#)) and for the Ministry's newly developed 'Measuring Emissions Guide: A

Guide for Organisations'. Found here: [LINK](#)

- Conducted Tier 1 Quality Control Analysis checks against raw inventory data to ensure consistency.
- Helped re-evaluate specific quality control checks and procedures to ensure a fit-for-purpose analysis. i.e. Continuous review and improvement of the numerous QA/QC checks
- Worked with different Sector leads to ensure their inventory chapters were suitable for public view.
- Conducted numerous time-series consistency, recalculation and completion checks of past and current data.
- Overall accuracy and consistency checks in line with Good Practice Guidance standards set out by the IPCC.
- Used peer-review change forms and recalculation forms ensuring all report formulas and results made within Excel were correct.
- Worked with large scale datasets and corrected errors where necessary through intensive research and systematic observation.

**Company:** Freelance Work

2014 – 2018

**Role:** Computer Repair Work

**Location:** X, Y.

- Resolved virus and malware issues with a near 100% success rate.
- Restored data, operating system files and personal documents.
- Investigated, analysed and resolved customer inquiries and issues in a timely and professional manner.
- Conducted intense research to address customer issues that I was not as knowledgeable about.
- Installed software, modified and repaired hardware and resolved technical issues for Windows OS. While retaining familiarity with Linux and Mac operating systems.
- Review and remedy of basic websites through use of HTML and CSS web development languages.

**Company:** Golden Edge Marketing

Mar 2016 – Jun 2016

**Role:** Sales Representative

**Location:** X, Y.

- Built and maintained rapport with a large number of customers.
- Worked with a dynamic and driven team.
- Ensured all daily quotas and KPIs were met.
- Signed up new customers, retrieved customer data, and presented relevant information to over 200+ customers daily.
- Account management tasks.
- Built an understanding and knowledge of sales operations and marketing strategies.

## REFEREES

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### REFERENCE 1

- Director for X:
  - Mobile: NUMBERS
  - Email: EMAIL

### REFERENCE 2

- Analyst at X
  - Mobile: NUMBERS
  - Email: EMAIL

**REFERENCE 3**

- Retail Manager at Y:
  - Mobile: NUMBERS
  - Email: EMAIL

**REFERENCE 4**

- Teacher at X
  - Mobile: NUMBERS