Ore Deru

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Work Experience

NHS ESSEX PARTNERSHIP UNIVERSITY FOUNDATION TRUST, IT ENABLEMENT ANALYST   **Jan 2024 – Current**

- Providing troubleshooting and support through to resolution for NHSMail Multifactor Authentication (MFA) issues, as part of the NHSMail MFA enablement project and record all incidents and service requests in order to provide good data for Incident and Problem Management.
- Responsible for providing a 1st and 2nd line support service to internal customers (users) via telephone, email and remote sessions in.
- Offering general guidance and advice to internal customers, which at times may be seen as complex for non-IM&T Staff.

DP WORLD LONDON GATEWAY, IT ADMINISTRATOR   **July 2023 – Jan 2024**

- **CURRYS (JULY 2023 – OCT 2023):**
  - Managed upcoming deliveries/inventory efficiently using Microsoft Office (Excel & Word), ensuring precise control and accurate stock records.
  - Orchestrated the hands-on organization of upcoming deliveries (including heavy lifting) and adeptly strapped items for scheduled dispatch.
  - Handling the disposal of finished deliveries and returned items, ensuring compliance with company's regulations.
- **HALO – VALUE ADDED SERVICES (OCT 2023 – JAN 2024):**
  - Ensuring accurate information is communicated in a timely and effective manner across all areas of the business by cultivating contacts with customers, hauliers, transport, etc.
  - Recording extensive data entries and records (using SharePoint, Prophet & Excel) associated with the system, in particular goods coming inwards and being dispatched.

TEMORG UK, WEB DEVELOPER   **Sept 2022 – July 2023**

- Developed and maintained the store website (using WordPress and later Shopify) and applied **integration testing** techniques, ensuring its functionality, usability, and performance.
- Integrated third-party apps and APIs (using JavaScript) to enhance the store's capabilities and monitoring and analysing website metrics using Google Analytics to identify opportunities for improvement and implement data-driven enhancements.
- Website contributed to 41% and 43% of the store's sales in Q4 2022 and Q1 2023 (respectively).

NHS ENGLAND, SERVICE DESK ANALYST INTERN   **July 2022 – Sept 2022**

- Spearheaded the maintenance and management of vital IT resources, involving databases, catalogues, and documentation. This involved regular updates to training materials and tutorials intended to bolster efficiency and service delivery across 250+ NHS Trusts. These updates included tasks such as optimising patient data logging processes in Excel and ensuring seamless data transition within the NHS ecosystem.
- Played a key role in the enhancement of training materials by assisting in the creation and delivery of comprehensive tutorials and walkthroughs. This support was extended to diverse groups of staff within over 10 NHS Trusts, facilitating the seamless adoption of new NHS IT systems and the focus was on addressing common issues, such as the logging of patient data and troubleshooting login errors in NHSMail, aligning the workforce with standardised practices.
- Developed and enhanced my database design and infrastructure skills, particularly in managing critical IT resources.

FIRST NATIONAL COMPUTERS, COMPUTER ASSISTANT (VOLUNTEER)   **Mar 2018 – Apr 2018**

- Gained valuable insight into the daily processes and procedures essential for effective help desk support by providing hands-on assistance to customers using or purchasing computers and computer equipment.
- Diagnosed and resolved technical issues, responding promptly to customers' technical inquiries and emergencies.

Education

Aston University, BSc Computer Science (2:1)   **2019 – 2023**

- Key Modules: Software Engineering, Internet Applications & Database Design, Objected Oriented Programming

St. Thomas More High School for Boys, Westcliff-on-Sea   **2012 – 2019**

- A Levels: Computer Science, Business Studies, Psychology, Extended Project Qualification
- GCSE: **10 GCSEs** including **Mathematics** and **English Language**

Skills

- **Programming Languages**: Java, JavaScript, C#, Python
- **Web Languages:** HTML, CSS, PHP, XML, JSON
- **Databases, Libraries & Frameworks:** SQL, jQuery, ASP.NET, Laravel, Tailwind CSS, Django, WordPress, Shopify
- **Tools & Technologies**: Office 365, SharePoint, GitHub, Pencil, Figma, InVision, Adobe Premiere Pro & Photoshop, Prophet, Richmond Service Desk
- **Certifications:** AWS Certified Cloud Practitioner

Notable Projects

FPLWHIZ   **Sept 2023 – Oct 2023**
- This is a web application that enables users to compare and analyse Premier League player statistics in the world of FPL, facilitating users to make data-driven decisions for their FPL team selection and management.
- This project developed my **C#, ASP.NET, JavaScript, HTML/CSS and MVC** skills as well as my **unit testing methodology** as a result.

SNEAKERCAVE   **Nov 2022 – Apr 2023**
- An innovative online sneaker reselling store I created for my final year project with a sustainability focus, enabling customers to place orders and empowering them to make eco-friendly purchasing decisions through a sustainability rating system, earning CavePoints for rewards, and fostering a community through an integrated forum and blog.
- This project developed my **HTML/CSS, PHP, JavaScript and SQL** ability as well as my **usability testing techniques** which allowed me to attain a First Class in my final year project.

MYFOOTBALLJOURNAL   **Nov 2022 – Jan 2023**
- An Android App Project I developed that allows football enthusiasts to create a personal journal of their favourite Premier League fixtures and track their favourite teams and players within the competition.
- This project developed my **Java, JSON and XML** ability as well as my **system testing techniques** which allowed me to attain a First Class in my Mobile Design & Development module.

ASTON ENDANGERED ANIMAL SANCTUARY   **Sept 2022 – Dec 2022**
- UI Design Prototype of a user-friendly, comprehensive fictional digital guide for visitors to explore a sanctuary which was further enhanced through **usability testing**.
- This project developed my **Pencil, InVision and Figma** skills.

LEGENDS OF AVALON   **Sept 2021 – May 2022**
- University Team Project that was created for an RPG game where I coded the website from scratch.
- I was able to showcase my web development skills as the lead web developer of the team and it allowed me to develop my **HTML/CSS, PHP/Laravel, JavaScript and SQL** ability as a result. Also, I was able to attain a **First Class** in my **Team Project** module.

8D GAMES   **Feb 2014 – July 2014**
- A website I created (Age 13) where I was able to create a website for students within my year group to play and now download online Shockwave Flash Games during lunch periods as well as create an account and upload content.
- Website has now discontinued due to closure of the Webs hosting platform – Access here

DERU GAMES   **Sept 2012 – May 2013**
- The first website I ever created (Age 11) where I was able to create a bypass for students within my form to play online Shockwave Flash Games and emulated retro game consoles (through Vizzed.com) during lunch periods.
- Website has now discontinued due to closure of the Webs hosting platform – Access here