

# Enrico F. O. Everett

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## SOFTWARE ENGINEER

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**Providing solutions, not problems.** MSc of Science postgraduate enthusiastic about learning different computing operations, along with solving logical and technical problems. Have led a group project of five members, mixed with basic to no experienced programmers, to create a student project assisting website. It was a great learning experience that involved using the scrum framework for documentation, supporting team members with problems, *data structuring*, *algorithms* and *debugging* code in both frontend and backend. Additionally, evolved soft skills from my background in the financial sector that includes communication and analysis.

## IT SKILLS

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- **Programming Languages:** Python, Java, JavaScript, PHP, SQL, NoSQL, R, MDX, and OLAP Query.
- **Software:** Microsoft Office (Advanced Excel, Word, PowerPoint), Power BI, SQL Server Management Studio, MS SQL Server, Microsoft SQL Server Integration Services (SSIS), and Microsoft Visual Studio.

## EDUCATION

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**MSc, IT with Business Intelligence, Robert Gordon University, Scotland** **09/2018 – 12/2019**

*Relevant Modules:*

Object-Oriented Programming, IT Infrastructure, Service Management, Data Warehousing, Data Science Development, Data Visualization and Analysis, Intranet Systems Development, and Data Management.

**BA, Business: Accounting and Finance, Edith Cowan University, Australia** **02/2012 – 09/2014**

## PROJECTS

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- **MSc project:** developed a desktop application that allowed users to label (manually and automatically) foreign exchange datasets, then use appropriate machine learning algorithms to analyse the dataset for higher prediction models to be used to trade. This enhanced my data analytical and software development skills.

## WORK EXPERIENCE

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**Accounts Receivables Manager, UpLevel, Canada** **2017 - 2018**

- Managed 200+ customer accounts; analyzing customers' financial positions, offering multiple strategic income and loan solutions for paying outstanding debts, and recommending ways to save money for future unforeseen events.
- Acted as an intermediary between the clients and customers in a difficult position, negotiating the maximum possible return of the outstanding debts based on the financial analysis on behalf of the clients.
- Maintained the company's customers database with call notes and updating contact information while adhering to strict privacy and information security policies.
- Assisted colleagues with Italian speaking customers.

**SME Support Officer, Ahli United Bank, Kuwait** **2015 - 2016**

- Accurately inputting client financial information onto Moody's Risk Analysis software which I then analyzed, evaluated, and added to the Credit Application Memo (CAM) for review.
- Managed, updated and monitored client facility status on Excel database and the bank's internal system, Al-Shama.

## **ADDITIONAL WORK EXPERIENCE**

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Internal Strategic Banker, Kuwait Finance House, Kuwait  
Banking Assistant, National Bank of Kuwait, Kuwait

2014 - 2015  
2013 - 2014

## **PROFESSIONAL SKILLS**

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### **Communication**

Whilst working as a Support Officer for Ahli United Bank, I would communicate with clients using the little Arabic that I knew. Whether it was through emails or face-to-face, I first explained in English (mixing in a bit of Arabic). If there was still a misunderstanding, I would then proceed to ask for assistance from colleagues to translate. The experience improved my interactive skills but also reinforced the benefits of asking for assistance from team members to get the message understood by another party.

### **Adaptability**

As an Accounts Manager for UpLevel, I had to handle a variety of customers with outstanding debts. For some customers, a simple reminder of the outstanding debt is all that was needed to clear their situations, while for others de-escalation was required. I found by reading the call notes gave a good description of the type of customer, determining whether I should go softly with a simple reminder or hard by explaining the negative outcome for not resolving the situation. With this understanding, my first month placed me in the number one position of the recruits.

### **Teamwork & Leadership**

In predetermined groups, we had to design and develop a web application. Using an agile framework, our team decided to develop a project assistance web application. The application allows students to find each other on the website and assisted them in completing agile framework documentation and monitor individuals' task progress. By personally programming and documenting selected sprint task items for the scrum period, assisting the new semester students (in the group) with their codes, and reviewing the application before presenting, our team was able to complete the project. The experience improved my knowledge and ability with PHP, HTML, JavaScript, and MySQL. Grade A was awarded for this module.

### **Problem Solving**

While working as a Support Officer for Ahli United Bank, one of the Relationship Officers had promised a client that he would get their facility request approved in a short period. The Relationship Officer personally handled the processing of the request but lost track of the request during the process stage the day before it was due. I was then tasked with finding and processing the request before the end of the day. I asked the different departments which the request would pass through, and once located, used the relationship that I had built with colleagues of different departments to process the document that same day. All this was done while handling my other duties, getting calls from colleagues when a processing stage has been completed. The experience highlighted that I can solve problems by identifying the problem, asking for assistance, and having proper time management.

### **Attention to details**

In the practical exam for Object-Oriented Programming, I had to build a Java GUI with set requirements. By coding each requirement properly, I received an A grade for the module.

## **ADDITIONAL INFORMATION**

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- Italian citizen, fluent in both English and Italian
- Accepted clean Canadian driver's license (used to drive in the UK)

## **REFERENCES AVAILABLE ON REQUEST**

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