



# Saththiyan Parameswaran

## Personal Info

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## Profiles

- [LinkedIn](#)
- [Github](#)

## Education

- **computer science - BSc(Hons)**  
London Metropolitan University  
Feb 2021 - Present
- **TPM Practitioner**  
Institute of Lean Management

## Skills

- Accepting Feedback
- Attention to detail
- Adaptability
- Communication
- Creativity
- Critical Thinking
- Empathy
- Leadership
- Problem-Solving
- Time Management
- Teamwork
- Work ethic

## Summary

As a second-year computer science student, I have likely gained valuable skills and knowledge through coursework, projects, and part-time jobs that I have had. MY coursework has likely included programming languages, algorithms, data structures, and computer systems concepts, which can be applied to real-world problems. Through projects and assignments, I have gained experience in software development, testing, and debugging, which can demonstrate my ability to apply my knowledge and skills to practical situations. During my part-time jobs, I have gained additional experience in working with a team, problem-solving, and communication skills, which can be valuable in my future roles.

## Work Experience

### Customer Assistant, BP Express shop (BP)

September 2021 - Present

- Successfully resolved customer complaints in a timely manner and ensured customer satisfaction.
- Utilized excellent communication skills to answer customer inquiries and explain product features.
- Gained extensive knowledge of company policies, procedures and products.
- Developed and maintained a working relationship with customers.

### Warehouse Associate, Amazon (UUK2)

June 2020 - January 2021

- Successfully managed the coordination and execution of inbound/outbound shipments for a wide range of products.
- Experienced in operating a variety of inventory control systems, including RF scanners.
- Ensured a safe and clean working environment by following all safety regulations.
- Assisted in training new warehouse associates on safety procedures and operational processes.

### Post Office - Counter Clerk

February 2018 - June 2020

### Sales Assistant, Nisa Local

February 2018 - June 2020

### Sales Assistant, McColl's

February 2017 - January 2018

### Counter Clerk, Post Office

November 2016 - January 2018

## **Experiance Gained**

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- Act as the first point of contact by welcoming customers in the retail store
  - Engage customers in short dialogue to determine their purchasing needs
  - Guide customers to assist them in making purchasing decisions
  - Take and resolve customers' complaints and relay complicated ones to the supervisor
  - Ensure that any discrepancies are communicated to the manager immediately
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- Helped customers to determine the best postal service to meet their needs as well as the optimum postal rates for their budget.
  - Handled all types of counter business for customers dealing with the Post office LTD and Royal Mail Services.
  - banking and savings services
  - travel services, such as checking passport applications and selling travel insurance and foreign currency.

## **Personal website**

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[www.thelittleshelf.com](http://www.thelittleshelf.com)