

Henry Ward

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Summary

- MSc Student in Computer Science with a specialty in Artificial Intelligence (A.I.)
- Experienced in Java, Python and JavaScript software development.
- Open to internships starting from June 2024 onwards

Education

University of Kent

Master of Science - MSc, Computer Science (Artificial Intelligence)

Canterbury, UK

Sep 2023 - Aug 2025

- **Modules:** Programming for Artificial Intelligence, Natural Computation, Object-Oriented Programming, Systems Architecture, Computing Industrial Practice, AI Systems Implementation, Data Mining and Knowledge Discovery, Solving Problems with Data and Text, Software Engineering, Master's Project

University of Kent

Bachelor of Science – BSc(Hons), Psychology with Clinical Psychology

Canterbury, UK

Sep 2017 - Sep 2022

Experience



Cambridge University Press & Assessment

User Acceptance Tester

May 2019 – Present

May 2023 - present

- Completed and documented numerous User Acceptance Tests for our SAP ERM software, .NET websites and all other enterprise software.
- Tools: JIRA, SAP, Zendesk, Miro

Entries Administrator

August 2022-May 2023

- Completed hundreds of quality checks, data entries, phone calls, emails and Zendesk tickets for administrative support for hundreds of schools around the world entering students for upcoming exams.
- Improved my skills in Microsoft Excel, Zendesk and the organisation's bespoke SQL and Java database.

Assistant Assessment Manager

May 2021 - Jul 2021

- Assisted ~30 Assessment Managers in Maths, ICT and Social Sciences.
- Edited and proofread dozens of exam question papers, mark schemes and key reports.
- Arranged dozens of virtual co-ordination meetings of examiners

Customer Service Administrator

May 2019 - Aug 2019

- Completed 1518 emails and logged 756 phone calls as part of the Examiner Helpdesk team.
- Trained junior Administrators.
- Tools: Outlook, Excel, Word, Microsoft Access, Zendesk



University of Kent

Clinical Psychology Student

Canterbury, Kent

Sep 2017 - Sep 2022



WithYou

Psychotherapist Intern

Faversham, Kent

Sep 2020 - Jun 2021

- Delivered young people accurate and up-to-date information regarding their risks of self-harm and suicide to promote positive change.
- Delivered a variety of evidence-based counselling/psychotherapy interventions with an outcome focused approach, to young people both individually and in groups.
- Carried out assessments, formulated plans and completed reviews based on understanding need and risk, using professional judgement and critical decision making.

Henry Ward, 07963284762

- Safeguarded and protected young people in line with local and national frameworks and policy.
- Established good working relationships with key agencies for liaison and joint working. These include children's social services, Youth Offending teams, Child and Adolescent Mental Health teams, Looked after children teams, early intervention services, Schools, Health services, criminal justice services and housing.
- Maintained accurate and up to date paper and electronic records using Inform (i.e. Salesforce), Google Workspace (i.e. GSuite) and Microsoft Office.
- Started a quantitative/qualitative research project that measured the effectiveness of our counselling intervention



SafeSwitch Electrical

Administration Director

Cambridge, UK

Sep 2016 - Sep 2017

- Partnered to establish an electrical contracting business which took first year sales of £83,000.
- First point of contact for the company, responsible for administration – telephone and email handling, office management and liaising with customers and suppliers.
- Designed company stationery, print advertising and website - www.safeswitchelectrical.co.uk - and managed social media.



Midsummer

Warehouse Manager

Cambridge, UK

Jun 2015 - Sep 2016

- Helped fulfil all orders during our busiest ever period, with days exceeding £100,000 in sales. Managed the warehouse - processed orders, managed stock and health & safety.
- Completed all aspects of office administration - designed solar PV systems; credit control and account management.
- Provided friendly customer service and technical support. Resolved queries with our suppliers and couriers.
- Sold to new and existing customers.

Cambridge Cycling Gardener

Managing Director

Cambridge, UK

Jul 2012 - Feb 2015

- Ran a garden care and advice business trading as "The Cambridge Cycling Gardener"
- Gained experience forming positive working relationships with clients, communicating with all sorts of people face-to-face or via telephone/email and preparing various business documents and records.

Licenses & Certifications

- Jira Fundamentals Badge – **Atlassian** (262831097)
- Collaborative meetings - **Miro**
- Client Collaboration - **Miro**
- Miro Essentials – **Miro**
- Mapping & diagramming – **Miro**
- Learn Git & GitHub Course - **Codecademy**

Languages and Skills:

- **Languages:** English (native); French (intermediate); German (basic); Bulgarian (basic)
- **Skills:** Git • GitHub • Software Troubleshooting • Computer Science • Python • Java • Machine Learning • Artificial Intelligence (AI) • Software Development • Data Analysis

Honors & Awards

- Course Student of the Year - College of West Anglia, Jul 2011
- Course Student of the Month - College of West Anglia, Jan 2011