

BLESSING MASUKWEDZA

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PROFILE

I'm a final-year student studying a BA (Hons) in Information Technology at Teesside University, with hands-on experience in SQL database design, network configuration, artificial intelligence (AI), and systems analysis, and am currently seeking a placement year or internship to contribute to real projects and grow within the industry. My background includes coding, network configuration, system security, database management, web development, and AI technologies, providing me with a broad foundation that prepares me for a variety of opportunities.

EDUCATION & QUALIFICATIONS

2023 – 2027	Teesside University - BA (Hons) Information Technology, Predicted Grade 2:1
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Relevant modules: AI and Cloud Solutions for Business, Enterprise Project, Rapid Application Development, Relational & NoSQL Databases, IT Systems and Information Security, Business Enterprise, System Design and Databases, Secure Computers and Networks, Information Systems, Computational Thinking and Mathematics, Programming Fundamentals.

TECHNICAL SKILLS

Web Development: HTML, CSS, JavaScript, WordPress, Vercel, Git/GitHub

Data & Systems: MySQL, NoSQL, Python, PowerApps, Microsoft Access, SQL database design

Networking & Security: Cisco Packet Tracer, network configuration, security risk assessment, incident response planning

Tools & Platforms: Microsoft 365, Google Workspace, Adobe Creative Suite, Figma, Windows CLI/PowerShell, Cisco IoT tools

Ways of Working: Agile/Scrum, stakeholder presentations, technical documentation

CERTIFICATIONS

Cisco: CCNA Introduction to Networks, Networking Devices & Initial Configuration, Networking Basics, Introduction to IoT, Introduction to Modern AI , Acumen Academy: Designing for Environmental Sustainability & Social Impact , Accenture: Digital Skills - User Experience

WORK EXPERIENCE

Web Developer & Digital Transformation Support - Dormor Machine & Engineering Co. Ltd *May 2026 – Sept2026*

- Manage and maintain the company's production WordPress website, delivering UX, SEO and performance improvements and implementing GDPR-aligned cookie consent.
- Designed, built and deployed a Shift Handover Digitisation System: a mobile-first, QR-code-triggered form for operators paired with a live manager dashboard, replacing paper-based shift logs.
- Built an AI Customer Query Agent using a RAG architecture to give staff instant, accurate answers from company documentation.
- Mapped existing workflows across production, administration and customer communication to identify automation opportunities, and audited internal systems for integration potential.
- Digitised HR processes (new employee, customer credit application and Death in Service forms) via Google Forms, and supported Smartsheet project planning with Gantt charts and dependency logic.

- Presented findings, a phased implementation roadmap and cybersecurity considerations directly to senior management.

Customer Assistant - Café, Food Hall & Clothing and Home - Marks & Spencer *Jul 2024 – Present*

- Collaborate effectively with colleagues across departments to deliver consistent customer service.
- Multitask across simultaneous priorities in a fast-paced retail environment.
- Identify and resolve customer issues quickly, communicating clearly and with empathy.

Course Representative - Teesside University *Sept 2024 – Present*

- Act as the link between lecturers and the cohort on curriculum, feedback and module reviews.
- Support students with course-related content and keep the cohort up to date with the curriculum.
- Assist lecturers with teaching sessions, project assessment and academic planning meetings.

Adobe Ambassador - DEV@WORK - Teesside University *Mar 2026 – Present*

- Support the DEV@WORK Adobe initiative, creating Adobe Express visuals and vlog content that promote creative tools for developers.
- Assisted with preparation for the ExpoTees workshop.

IT Support Assistant (Voluntary) - Tanitich Ltd *Apr 2021 – 2022*

- Assisted the IT support team with day-to-day technical operations, including setting up and configuring computers, printers and user accounts under supervision.
- Supported resolution of user queries relating to hardware, software and network access, and logged incidents into the IT ticketing system.

KEY PROJECTS

VisitFlow - Visitor Management SaaS

- Built and deployed a QR-code-based visitor sign-in platform with GDPR-compliant data handling, health & safety video gating and an admin dashboard; live and in active client-facing use.

Personal Portfolio - blessingm.dev

- Designed and built a personal portfolio site in pure HTML, CSS and JavaScript, deployed on Vercel, to showcase projects, certifications and experience.

Shift Handover Digitisation System

- End-to-end system replacing paper shift logs: a QR-code-linked mobile form for machine operators and a manager dashboard with live status tracking, flagged issues and CSV export.

Secure Computers & Networks - Cybersecurity Assessment

- Researched a real-world company's IT infrastructure to identify cybersecurity threats and developed a detailed incident response plan.

IT Systems and Security - Network Risk Assessment

- Analysed a company's IT infrastructure to identify vulnerabilities, then produced a layered incident response plan with prioritised security recommendations.

Casino App - Agile Development Project

- Used Agile methodology in a team to design and prototype a casino-themed application, contributing to sprint planning, testing and version control.

ADDITIONAL INFORMATION

Placed 3rd at the Spark Workshop pitch competition. Active member of GDG (Google Developer Groups) Teesside.

References available on request.