

KAZIA

TASHIWA - PINNOCK

☎ 07707328266

✉ Kaziapinnock@icloud.com

EDUCATION

Birmingham City University
Bachelor of Science with Honours
Computer and Data Science

Sept 2022 - May 2025

2:1 Classification.

- Developed strong analytical, research and problem solving skills through technical and user focused projects.
- Data visualisation: Analysed large datasets including Google Play store and traffic datasets using data analysis and visualisation techniques to identify behavioural patterns and deliver actionable insights
- Web Design and Development: Designed and developed a personal website using HTML and CSS, focusing on usability, structure, and responsive design principles.
- Developed transferrable UX skills including user centred thinking, research, data interpretation and digital product analysis.
- Database and Web Application developemnt: Built functional web applications connected to relational database using SQL and PHP, developing understanding of digital systems and user interaction

SKILLS

- User Research
- Wireframing
- User flows
- HTML & CSS
- Critical Thinking
- Presenting
- Strong Interpersonal Skills
- Problem-Solving
- Time Management
- Networking
- Market Research
- Team Collaboration

COURSES

Lloyds Banking Group -
UX Design Introduction Job Simulation

IBM - Enterprise Design Thinking Practitioner

British Airways, Data Science

SUMMARY

Aspiring Junior UX Designer with a strong interest in user-centred design, UX research, and digital experiences. Recently completed the Lloyds Banking Group UX Introduction course, developing practical knowledge in competitor analysis, customer research, surveys, and digital banking experiences. Passionate about creating intuitive and accessible products through research-driven problem solving and creative thinking. Currently building UX case studies and portfolio projects focused on improving usability and user experience across digital platforms.

WORK EXPERIENCE

(March 30th - Current)

Sephora, Bristol | Beauty Expert

- Delivered personalised beauty consultations by recommending skincare and beauty products tailored to customers' skin types, concerns, and individual needs using strong communication and questioning techniques.
- Supported daily store operations including cash handling, customer service, stock upkeep, and maintaining a positive shopping experience within a fast-paced retail environment.

(Dec 2025 - March 2026)

HBeauty, Bristol | Beauty Consultant

- Delivered a luxury, consultative customer experience for premium fragrance brands including Bvlgari, using strong product knowledge and personalised recommendations across fragrance, skincare, and beauty to support sales and customer satisfaction.
- Independently managed the fragrance department, maintaining visual merchandising, stock control, POS procedures, and high service standards while contributing to KPIs, NPS scores, and overall team performance.

(June 2024 - Jan 2025)

Apple, Birmingham | Specialist

- Delivered tailored customer support and product recommendations across Apple products, services, and third-party solutions, using strong communication and problem-solving skills to enhance customer satisfaction.
- Thrived in a fast-paced retail environment by multitasking efficiently, collaborating within a team, and handling customer interactions professionally while maintaining confidentiality and company standards.

(April 2022 - June 2024)

EE , Bristol/Birmingham | Customer Advisor

- Delivered high levels of customer service in a fast-paced retail environment, assisting up to 120 customers daily while consistently contributing to store sales targets and overall team performance.
- Analysed sales data using Oracle to support performance reporting, while collaborating within a team to manage inventory and maintain accurate stock control across locations.

REFERENCES

Available Upon Request.