

ALEX HOLMES

JUNIOR FULL STACK DEVELOPER



PERSONAL DETAILS

07921 216969

alex_j_holmes@outlook.com

alexjholmes.co.uk/

<https://github.com/Alex-Holmes-X/>
(please email to request access) www.linkedin.com/in/alex-holmes-11477599/

Liversedge

British Citizen

Full Clean UK Driving Licence

English

SKILLS

- HTML5, CSS3, JavaScript
- PHP, SQL, React, jQuery
- Python, Node.js, Bootstrap
- Command line Git, Github
- Remote API access
- Intermediate knowledge of all Microsoft Office Applications
- Advanced Microsoft Excel

ADDITIONAL TECHNOLOGIES

P.E.R.N. Stack (Basic Knowledge)

L.A.M.P Stack (Currently Working With)

PROFILE

With a solid foundation in customer service and team management, I am now transitioning into a career as a developer; an area that has long captured my interest. I recently completed a coding traineeship as a full-stack developer, during which I successfully delivered two real-world projects, meeting all specifications and utilising a variety of programming languages. My career to date has equipped me with strong communication and project management skills, which I aim to integrate with my technical expertise in a new, challenging development role. I am enthusiastic about gaining commercial experience in the industry and am committed to pursuing a long-term career as a developer.

CODING TRAINEESHIP

IT Career Switch Ltd.

APR 2023 - AUG 2024

Coding Traineeship – Full stack developer

- During the traineeship I had to demonstrate a very competent level of the programming languages listed in the Skills section

DEVELOPMENT EXPERIENCE

Below are the two briefs of development projects I completed with IT Career Switch which can be found in my bio: <http://alexjholmes.co.uk/>

Portfolio Project #1: "Gazetteer"

The specification was to reply to a website specification for a map-based app to provide information on countries, with a focus on a "mobile-first" development. Preferably using a framework, to then develop HTML, CSS and JavaScript with JQuery modules that use PHP server-based components to source data from third-party APIs (Geonames, OpenWeather). The solution is assessed on its delivery to specification, functionality, and usability.

Portfolio Project #2: "Company Directory"

This project involved creating a company directory that could be used as a "mobile-first" application that populated a company directory from a database using PHP routes and SQL queries to add and remove Personnel, Department and Location data.

This project utilised HTML and Bootstrap for the overall design and JQuery, JavaScript and PHP to populate the table and create the button functions.

ADDITIONAL SKILLS

- Time Management
- Team Leadership
- Communication
- Profit Maximisation
- Leadership
- Budgeting
- Teamwork
- Problem Solving
- Customer Satisfaction
- Customer Service

EDUCATION

2023 CODECADEMY TRAINING

Full Stack Developer Training

2022 OPEN UNIVERSITY

Introduction to I.T (TM111)

94-97 QUEENSBURY UPPER SCHOOL

Passed All GCSEs

ADDITIONAL TRAINING

Level 3 First Aid Trained (Expired)
ISOH Trained

CAREER HISTORY - WORK EXPERIENCE

VW Van Center Leeds

APR 22 - Present

Service Advisor

Current Position while studying

- Liaised with customers at front of house, dropping off vehicles for service
- Upsold additional work to customers via phone and email
- Sold additional products to customers while in the workshop
- Booked and processed new requests via phone and online
- Managed daily tasks for the Aftersales Department
- Reported to departmental heads and heads of business

DPD Delivery Driver

AUG 21 - APR 22

Intermediate job while studying

- Delivered parcels to customers
- Collected from customers

Huddersfield SEAT (Pentagon Group - formally Sytner Group)

JUL 17 - AUG 21

Aftersales Manager

Left to start studying with IT Career Switch

- Overseeing both Service and Parts departments
- Liaising with Head of Business daily regarding targets and budgets
- Involved with WOC meetings and operation meetings
- Departmental budgeting and forecasting
- Managing warranty process
- Managing department expenses and cost controls
- Managing staff training
- 1-2-1 Performance Reviews
- Reviewing and implementing Service Core Process
- Managing Customer Complaints
- Focusing on Customer Satisfaction
- Improved Customer satisfaction from 3.7 to 4.7 / 5 in 24m
- Dealing with and implementing Dealership Health & Safety practise
- Took the department from £30,000 sales p/m to £49,000 p/m

Huddersfield SEAT (Sytner Group)

AUG 15 - JUL 17

Parts Supervisor

Moved departments due to promotion

- Supervised the running of the parts department
- Ensured stock accuracy was kept to a high standard
- Worked with the service department to ensure all customers parts needs were met
- Receipted stock and stock checking
- Banking
- Dealt with customers on the phone and front counter
- Liaised with site and departments management daily
- Estimated monthly sales figures and compiled the data

TPS Leeds (Sytner Group)

FEB 14 - AUG 15

Warehouse Supervisor

Moved due to promotion

- Supervised warehouse team to ensure all daily tasks were managed and completed
- Ensured stock accuracy was kept to a highest standard
- Delivered figures to management regarding sales
- Mentored/trained inexperienced staff for the warehouse
- Dealt with stock issues and liaised with the manufacturer i.e. damages/missing items
- Dealt with customer complaints or issues

■ **TPS Bradford (Sytner Group)**

NOV 12 - FEB 14

Warehouse & Driver Supervisor

Moved due to relocation

- Supervising warehouse team to ensure all daily tasks are managed and completed
- Picking orders booked from tele-sales team
- Ensuring stock accuracy is kept to a highest standard
- Delivering figures to management regarding sales
- Mentoring / training inexperienced staff for the warehouse
- Dealing with stock issues and liaising with the manufacturer i.e. damages / missing items
- Dealing with customer complaints or issues
- In charge of the site when site manager away
- Managing the driving team

■ **TPS Bradford / Leeds (Sytner Group)**

OCT 11 - NOV 12

Sales Development Manager

Moved due to redundancy

- Visiting new and existing customers on a regular basis
- Compiling sales data for management and customers
- Selling products and services to new and existing customers
- Growing customer sets, increasing sales and finding new business

■ **Huddersfield SEAT (Sytner Group)**

MAY 10 - OCT 11

Tele-Sales

Moved due to promotion

- Speaking to customers and taking customer orders
- Working out the correct parts required by the customers
- Outbound selling to customers with products currently on offer
- Maximising sales opportunities with related or additional parts
- Working towards monthly targets through calls and sales

■ **UPS**

NOV 09 - APR 10

Delivery Driver

- Speaking to customers and taking customer orders
- Working out the correct parts required by the customers
- Outbound selling to customers with products currently on offer
- Maximising sales opportunities with related or additional parts
- Working towards monthly targets through calls and sales

■ **Northside Truck & Van**

OCT 00 - AUG 09

Parts Advisor / Parts Supervisor

- Dealing with customers on the phone and on the counter
- Checking and putting daily stock away quickly and accurately
- Stock checking
- Banking
- Liaising with service to order parts required
- Dealing with all departments regarding parts queries i.e., Sales, Warranty, Service