**CURRICULUM VITAE**

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.

**PERSONAL DETAILS**

**NAME**: Alex Holmes

**RESIDES**: Liversedge

**TRANSPORT**: Full UK driving licence and vehicle

**LANGUAGES:** English

**RIGHT TO WORK**: British Citizen

**CONTACT DETAILS:** (M) 07921 216969

(E) [alex\_j\_holmes@outlook.com](mailto:alex_j_holmes@outlook.com)

(W) <http://alexjholmes.co.uk/>

(GH) <https://github.com/Alex-Holmes-X/> *(please email to request access)*

(LI) <https://www.linkedin.com/in/alex-holmes-11477599/>

**CODING TRAINEESHIP IT Career Switch Ltd**

Coding Traineeship – Full stack developer

1-year program

During the traineeship I had to demonstrate a very competent level of the following programming languages and technical skills

* HTML5, CSS3, JavaScript
* PHP, SQL, React, jQuery
* Python, Node.js, Bootstrap
* Command line Git, Github
* Remote API access

**ADDITIONAL TECHNOLOGIES**:

* P.E.R.N. Stack, L.A.M.P Stack

**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”**

A more rigorous reply to this specification was required as a user requirements document was needed to be prepared which, when signed off, triggers the release of SQL allowing to develop a “mobile-first” application to maintain a company personnel database (MySQL). Sign off is only achieved upon the student supplying an independently witnessed document providing confirmation of the system’s ability to perform error-free.

**CAREER HISTORY:**

**Apr 2022 – Present VW Van Centre**

**POSITION HELD: Service Advisor**

* 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

**Aug 2021 – Apr 2022 DPD**

**POSITION HELD: Driver**

* Delivered parcels to customers
* Collected from customers

**Jul 2017 – Aug 2021 Huddersfield SEAT**

**POSITION HELD: Aftersales Manager**

* Oversaw both Service and Parts departments
* Liaised with Head of Business daily regarding targets and budgets
* Involved with WOC meetings and operation meetings
* Departmental budgeting and forecasting
* Managed warranty process
* Managed department expenses and cost controls
* Managed staff training
* One-to-one performance reviews
* Reviewed and implemented Service Core Process
* Managed customer complaints
* Focused on customer satisfaction
* Improved customer satisfaction from 3.7 to 4.7/5 in 24m
* Dealt with and implemented dealership Health & Safety practice
* Took the department from £30,000 sales p/m to £49,000 p/m

**Aug 2015 – Jul 2017 Huddersfield SEAT**

**POSITION HELD: Parts Supervisor**

* 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

**Feb 2014 – Aug 2015 TPS Leeds**

**POSITION HELD: Warehouse Supervisor**

* 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

**Nov 2012 – Feb 2014 TPS Bradford**

**POSITION HELD: Warehouse/Driver Supervisor**

**Oct 2011 – Nov 2012 TPS Bradford/Leeds**

**POSITION HELD: Sales Development Manager**

**May 2010 – Oct 2011 TPS Bradford**

**POSITION HELD: Tele-Sales**

**Nov 2009 – Apr 2010 UPS**

**POSITION HELD: Driver**

**Oct 2000 – Aug 2009 Northside Truck & Van**

**POSITION HELD: Parts Advisor/Parts Supervisor**

**EDUCATION**:

**2023 Open University**

Introduction to Computing and Information Technology

**Codecademy**

**2022** Full Stack Developer Training

**Level 3 First Aid**

**1994 – 1997** **Queensbury Upper School**

GCSEs