

# Ax DE KLERK

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## PERSONAL PROFILE

Empathetic and detail-oriented career-changer with real-world development experience and an evolving foundation in modern web technologies. Skilled in building responsive, user-focused applications using HTML, CSS, JavaScript, Python, Django, and Bootstrap. Combines creativity from a culinary background, analytical thinking from criminology research, and mentoring expertise through Third Sector work. Known for resilience, meticulous attention to detail and a grounded sense of humour that balances quality with approachability. Motivated to keep learning, grow under expert mentorship, and contribute to collaborative, remote-first development teams delivering real value.

## TECHNICAL SKILLS

- Languages & Frameworks: HTML, CSS, JavaScript, Python, Django, Bootstrap
- Databases & APIs: SQLite, PostgreSQL (introductory), APIs (entry level)
- Version Control: Git, GitHub
- Deployment & Tools: Render, Heroku, Cloudinary, Agile methods, automated/manual testing
- Transferable: Problem-solving, creativity, UI/UX awareness, attention to detail, strong customer focus

## PROJECTS

### SLP (Upgrade) – Capstone Project

- Django-based e-commerce and ticketing & merchandise platform
- Integrated Square API for secure payments, authentication, and event management
- Designed responsive layouts with Bootstrap for seamless multi-device experience
- Implemented database-driven workflows, including ticket inventory management

### Praise the Loud – Music Review Platform

- Python/Django application enabling users to search artists/venues, leave reviews, and manage profiles
- Implemented CRUD functionality, pagination, and image uploads via Cloudinary
- Wrote automated tests to ensure stability and compatibility

### Battle of Emerging Rock Bands – Interactive Web App

- JavaScript-driven site allowing users to discover and vote for new music
- Showcased DOM manipulation and event handling with engaging UI features
- Employed responsive design principles to optimize performance across devices

### Searchlight Promotions – Dynamic Front-End Project

- Delivered a customer-facing HTML and CSS website that successfully retained its first client
- Highlighted design sense, branding alignment, and customer focus from the earliest stage
- Later upgraded for Capstone Project

## CAREER HISTORY

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### **HCA Healthcare – Customer Service Advisor | Apr 2023 – Present**

- Guide patients through radiology bookings with empathy and precision
- Collaborate with clinicians to streamline patient pathways

### **We Are Woven – Quality Analyst (UK Lead) | Aug 2021 – Mar 2023**

- Led a QA team assessing service quality across campaigns
- Delivered trend and root-cause analysis reports, informing training and process improvements

### **Valorum Care – Catering Manager | Aug 2020 – Jul 2021**

- Revamped kitchen operations, achieving a 5-star food hygiene rating
- Designed creative menus tailored to residents' special requirements

### **BT – Sales Advisor | Feb 2019 – Jul 2020**

- Consistently exceeded sales targets through consultative approach
- Selected for specialist COVID support team due to empathy and problem-solving

### **University of Salford – Teaching Assistant & Lecturer (Criminology) | Oct 2014 – Jan 2019**

- Delivered lectures and tutorials across all three undergraduate levels
- Designed and coordinated modules including Green and Anarchist Criminology
- Supported student dissertations and provided mentoring

### **REACH Project - Mentor Co-ordinator | Aug 2012 – Dec 2014**

- Coordinated mentoring initiatives helping ex-offenders prepare for employment
- Worked with probation services and Third Sector partners to deliver tailored support

Earlier Roles Include: Head Chef, Catering Manager & Publican (Hospitality for 30 years+)

## EDUCATION

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- Level 5 Diploma in Full Stack Software Development – Code Institute (2025)
- MSc Criminal Justice Policy (2014) – London School of Economics (Merit; Distinction Dissertation)
- BA (Hons) Criminology (2010) – University of Bedfordshire (First Class; Best Dissertation Award)
- PTLLS – Preparing to Teach in the Lifelong Learning Sector (2009)

## ACHIEVEMENTS

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- Schools Public Speaking Champion (1988 & 1989, South Africa)
- Gill Bowers Award for Best Dissertation (2010)
- Built and lived on a self-constructed narrowboat (project management, persistence, and practical skills)

## INTERESTS

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- Live Music, Gigs and Festivals (Specifically Emerging Rock and Heavy Metal)
- Research and Learning
- Photography

**References available on request**