**Barry May**

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**Profile**

I am web developer with a passion for problem solving. My expertise include HTML, CSS, Javascript (jQuery, AJAX, JSON), PHP & MySQL as well as specialising in "Mobile First Design" and "Single Page Apps" (SPA).

I am passionate, dedicated and driven in everything I set my mind to, and love to work alongside like minded people.

Having a flexible approach to work and the ability to work effectively within a team as well as under own initiative when required, keen and willing to undertake any further developmental training necessary. Now looking for the opportunity to demonstrate my experience and knowledge in a new position with a reputable organisation who invests in their staff.

I have recently completed a Full Stack Developers Course with IT Career Switch & CodeCademy, to expand my scripting knowledge and ensure I am adhering to industry best practices.

**Skills**

* Thorough with good attention to detail
* Sensitive and understanding
* Patient and able to remain calm in stressful situations
* Able to accept criticism and work well under pressure
* Excellent verbal communication skills
* Strong active listening skills

**Work History**

Customer Success Agent, LinktGO App

* Working on Transurban’s flagship new product LinktGO, an app that uses GPS technology to track tolling, as sole customer operative
* Presenting data fortnightly to suggest advancements and improvements to the app to ensure an improved customer experience
* Creating and adding to FAQs to try to drive down customer contacts
* Responding to negative reviews in app store/play store, trying to turn customers experience around and ideally edit their review
* Creating new work instructions to ensure the role was easy to pick up once the app grew
* Responding to customer’s queries in a timely manner, ensuring responses were within 2 business days as per SLA
* Contacting customers to survey what they thought about new ideas for the app

**Education and Training –**

* IT Career Switch - Full Stack Developer Programme
* Certificate of Further Education – Business
* A levels in Maths, History, Business

**References available upon request**