**Charles Taylor Hall**  
*Full-Stack Developer*

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Detail-oriented Software Developer developing modern solutions with a customer-first approach using React and Typescript to create frontends that enhance the customer experience while also prioritizing the needs of the business using Node.js on the backend and PostgreSQL to store data and support business metrics.

**TECHNICAL PROJECT EXPERIENCE**

**Izzy Yoga Studio Fitzroy, Melbourne**

* Developed the booking application with the customer experience in mind using React.js, Sass, and Typescript on the front end while using Express and Node on the backend.
* Implemented server hosting with Express and utilized Node.js to handle the GET requests and mailing functionality
* Automated the process of bookings being added to business calendars, employee schedules, and email notifications for business owners, removing the need for manual processes.

**EDUCATION**

**Bachelor Of Arts(BA),** *Film and Television Production*

**School of Code,** *Coding Bootcamp for full-stack development*

**WORK EXPERIENCE**

**School Of Code Chester, UK**

*Software Engineering Fellow Sept 2022 - March 2023*

* Developed an application that organized my submission process and tracking of applications which reduced the need for the number of spreadsheets by 50% and allowed me to enter data into one centralized location.
* 500-hour full-time and full-stack program, providing experience with the latest front and back-end programming languages, tools, and methodologies including HTML, CSS, SASS, Javascript, PostgreSQL, MongoDB, AngularJS, NodeJS, ReactJS, Git, Github, and Agile/Scrum.
* Maintaining the quality of code in projects and applications by using Test Driven Development, unit testing, integration testing, and end-to-end testing using Jest, React Testing Library

**Cheshire & Wirral Partnership NHS Foundation Chester, UK**

*Cold Chain Manager Feb 2021 - Jan 2023*

* Developed documentation and maintained records for over 1 million vaccines and their distribution, inventory levels, and rotation of the vaccines to ensure the quality of the product met health standards.
* Led training programs, internal workshops, and pair learning sessions for personnel involved in vaccine handling, storage, and distribution, ensuring compliance with cold chain requirements.
* Ensured strict adherence to World Health Organization (WHO) guidelines and local regulations regarding vaccine storage and transport.
* Implemented a system for quality control measures to ensure the vaccines are handled, stored, and transported between different facilities while maintaining the vaccine integrity.

**Vodaphone Cornwall, UK**

*Sales Service Assistant March 2020 - December 2020*

* Increased overall impulse purchase buying at the point of sale by taking a data-driven approach to remerchandising products based on the frequency of purchases.
* Effectively communicating with customers and de-escalating upset customers to identify issues and create solutions for a stronger customer-focused experience.
* Promoted sale offers on contracts for specific phone models and converted leads to increase revenue

**Radial Path Newcastle, UK**

*Account Executive June 2019 - Dec 2019*

* Represented the company at tech conferences, seminars, and networking events, generating over 20 qualified leads and raising brand visibility.
* Leveraging different tools such as LinkedIn Sales Navigator, Social Media, and cold outreach to increase the number of qualified leads and quality conversations for company campaigns.
* Key contributor for a brand awareness campaign where we increased client and company visibility through other channels such as a podcast, online media production, social outreach, and brand partnerships.

**Emirates Dubai, United Arab Emirates**

*Cabin Crew Member June 2015 - Feb 2019*

* Utilizing effective communication and a customer-first approach, I enrolled a record 30 customers into the Emirates Skywards Loyalty program during a single flight, significantly surpassing the average of 5.
* Trained in emergency procedures and ensured the safety of passengers by performing thorough pre-flight checks, collaborating with ground and air teams, and ensuring in-cabin equipment was functioning to the Aviation safety standards.
* Used de-escalation tactics to address and resolve conflicts with passengers, maintaining professionalism and upholding business integrity.

**SKILLS**

HTML | CSS | Javascript | React.js | Typescript | Node.js | Express | PostgreSQL | MongoDB | Jest unit testing | Cypress | React Testing Library | Agile Thinking

**LEADERSHIP & ACHIEVEMENTS**

Duke of Edinburgh Bronze Award  
Took the role of Senior Flight Attendant on several flights when the senior was absent or sick