

Harry Camps

A driven IT and customer service professional, who leverages technology to deliver increases and efficiency and drive positive and long-lasting change. | BSc (Hons.) Computing / Agile / AWS / Programming / DevOps.

07549 753529 | harryez@icloud.com | linkedin.com/in/harry-camps | github.com/harryeazy | London

PROFESSIONAL PROFILE

A customer-centric professional with an outstanding record in customer support business management, client management and using thinking to develop software and IT solutions, successfully working under pressure to deadlines and employing effective problem solving to support the delivery of targets. Recently completed a BSc (Hons.) Computing at the University of London, Birkbeck with growing expertise in Agile methodology, AWS and Google Cloud who communicates with a diverse range of people at all levels, including clients, colleagues and management teams. A dedicated professional with one eye on the latest innovations in software development and Cloud computing and the other on building long-lasting professional relationships that are based on trust and geared for longevity.

KEY SKILLS

- Customer Service
- Developing Rapport
- Project Management
- Organisation
- Problem Solving
- Agile Methodologies
- DevOps Engineering
- Software Engineering
- Computer Programming
- Data Analytics
- System Analysis
- Software Development

TECHNICAL SKILLS

- Racket
- Django
- Node.js
- React.js
- Java
- Swift
- Python
- JavaScript
- AWS
- MySQL
- MongoDB
- Google Cloud
- Bash
- macOS
- Windows
- Linux Ubuntu

EDUCATION

BSc (Hons.) Computing (2:1) – University of London, Birkbeck **Oct 2018 – Jun 2022**

- Year 1 Modules:** Computer Science and Information Systems, Maths for Computing, Computer Networking, Web Programming with PHP, Web Authoring, System Analysis and Design 1, Software Programming 1, Introduction to Programming.
- Year 2 Modules:** Web Development with JavaScript, Software Engineering 1, System Analysis and Design 2, Software Programming 2, Professional Issues in Computing, Data Structures and Algorithms.
- Year 3 Modules:** Data Analytics using R, Information Security, Software Engineering 2, Database Management.
- Year 4 Modules:** Programming Language Paradigms, Cloud Computing, Web Data with XML, JSON & AJAX, BSc Project.

Level 3 Business BTEC Business Diploma (Distinction) – Bournemouth and Poole College **Sept 2011 – Jun 2012**

PROFESSIONAL EXPERIENCE

PICKER & PACKER WAREHOUSE OPERATIVE (PART-TIME) – SELFRIDGES **2020 – 2022**

- Working as part of an eight-strong team of this world-famous retailer overseeing multiple warehouse management tasks, including daily deliveries, online orders, stock transfers, packing high-value orders (£100K+) and goods in/out
- Processing in-store and digital orders for delivery, working with store and digital teams as well as DHL and DPD
- Collaborating with VIP clients on high-value orders, ensuring on-time dispatch meeting SLAs on +95% of orders
- Handling delivery queries and owning/resolving any customer complaints to deliver win-win outcomes
- Building strong customer relationships through delivering effective brand advocacy as well as training new starters
- Performing effective inventory management, including routine checks, investigating discrepancies, developing reports for internal teams, and planning leading annual stock takes ensuring attention to detail is absolute

Achievements

- Identified shortfalls in existing stock management processes and leveraged skills developed on the degree to create and embed a new Excel spreadsheet with new formulas and formatting features

- Utilised new process to increase team productivity, delivering 20% faster order processing and reducing errors by 1.5 orders per month over a six-month period
- Processed and packed on average between £500K - £1M in orders per month
- Achieved KPIs regularly while supporting other team members to secure theirs
- Delivered further efficiencies by building and implementing a new box storage system

TFL SURVEYOR – TRACSIS TRAFFIC DATA

2017 – 2018

- Brought into the team to develop new strategies to design and build safer roads for cyclists in London and wider surroundings, receiving in-depth training that enabled access to integral parts of the TFL network
- Collaborated with multiple stakeholders, including Develop and Management teams, identifying and escalating quality issues as well as providing effective solutions
- Championed effective knowledge sharing by developing detailed reports including details on project progress

GLOBAL SERVICES COORDINATOR – ADDISON LEE

2014 – 2017

- Worked as part of Client and Service Management team that oversaw VIP and international clients' global transport needs, successfully securing +95% quality assurance KPIs per month
- Delivered effective event management coordinating with multiple internal teams and vendors to support medium and large-scale events, including managing multiple ground transport bookings for events using Excel and Salesforce
- Championed professional development by delivering Salesforce training to an average of two new starters per month as well as developing and implementing a new starter training manual

SENIOR BUSINESS DEVELOPMENT AGENT – ASTUTE

2012 – 2014

- Shaped and executed region-specific business development strategies building new client portfolios for various IT companies as well as resolving existing customer issues
- Secured territory growth by achieving targets and KPIs through effective portfolio management and up-selling
- Put business analytics at the front and centre of decision-making by developing more effective performance reporting
- Collaborated closely with the team to generate profitable and repeatable business, identifying opportunities to strengthen partnerships
- Acquired new customers using proven prospecting and selling techniques to expand portfolio as well as creating prospecting lists and closing deals, securing all monthly targets and KPIs
- Performed in-depth market research to uncover new sales opportunities and maximise account potential

PROGRAMMING PROJECTS

Diagram Drawing iOS Application

This application was built as the final year project at the university. The application allows users to draw basic UML diagrams built using XCode and Swift and implemented using a declarative style of programming using SwiftUI. (<https://github.com/HarryEazy>)

Language Learning Flash Card App

Created a flashcard app that allows users to learn 100 of the most frequent words used in Portuguese, French & Korean. Built using Python with the Tkinter and pandas modules. (<https://github.com/HarryEazy/flashcard>)

Keeper Clone App

A Google keeper clone application built using JavaScript, HTML & CSS using the React.js library. (<https://github.com/HarryEazy/keeper-clone-react>)

Flight Checker Application

Allows users to set a flight destination and max price, the application will then keep searching for the flight and once it finds a flight under the set amount, it will send an SMS to the user with the details. Built using Python. (<https://github.com/HarryEazy/flight-price-checker>)

Auction App

Allows users to bid on items. Built using Python, Docker, and Google Cloud Platform.

Weather Web API Application

This application uses the OpenWeather API to show various weather data across the UK. This application was created with a RESTful approach built using JavaScript, HTML, CSS, and JSON.

PROFESSIONAL DEVELOPMENT

LinkedIn Learning

DevOps Foundations (Nov 2022)
DevOps Foundations; Continuous Delivery/ Integration (Nov 2022)
Elixir: The Documentary (Nov 2022)
Introduction to Linux (Nov 2022)
Learning Linux Command Line (Nov 2022)
Azure: Understanding the Big Picture (Nov 2022)
Choosing a Cloud Platform for Developers: AWS, Azure, and GCP (Sept 2022)
Introduction to AWS for Non-Engineers: 3 Core Services (Sept 2022)
Learning Cloud Computing: Cloud Security (Sept 2022)
Learning Cloud Computing: Cloud Storage (Sept 2022)
Learning Cloud Computing: Networking (Sept 2022)
Networking Foundations: Networking Basics (Sept 2022)
Understanding Cloud Fundamentals (Sept 2022)
Advanced Python (Aug 2022)
Cloud Computing Careers and Certifications: First Steps (Aug 2022)
Java Algorithms (Aug 2022)
Java Data Structures (Aug 2022)
Learning Cloud Computing: Core concepts (Aug 2022)
Learning Cloud Computing: Public cloud Platforms (Aug 2022)
Rock Your LinkedIn Profile (Aug 2022)
Learning Functional Programming with Swift (Nov 2021)
Swift 5 Essential Training (Nov 2021)

Udemy

The Complete 2020 Web Development Bootcamp (Oct 2020)