David Clegg

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LinkedIn: David-Clegg | Portfolio: My-Portfolio | Github: My-Github

Aspiring full stack web developer from a background in resource planning which provides a flexible approach to service management based on changing priorities and workload capacity. Currently completing the University of Birmingham Coding Boot Camp. Adaptable in the face of a mutable workload and committed to improving technical skills so as to rise to new challenges. Strengths in teamwork, project execution, workload prioritisation.

Technical Skills

Languages: Javascript ES6+, CSS3, HTML5
Applications: Github
Tools: Node, JQuery, Bootstrap, Semantic UI

Projects

Clear Sky Astronomy Project | Repo-Link | Deployed-Project
- Summary: The site will display visibly planetary bodies in the sky, based on a user's search, as well as the prevailing weather conditions.
- Role: Group Project
- Tools; HTML, CSS, Javascript, API, Semantic UI

Weather Dashboard App | Repo-Link | Deployed-Project
- Summary: A site that provides a five day forecast for a user-searched location.
- Role: Author
- Tools: HTML, CSS, JavaScript, jQuery, API

Workday Planner | Repo-Link | Deployed-Project
- Summary: The site allows a user to plan a day's workload, split into hourly intervals, with events saved locally.
- Role: Author
- Tools: HTML, CSS, Javascript, Moment.js, JQuery

Experience

Operational Planning Analyst	**12/2017 - Present**
Customer Experience Representative	**11/2014 - 12/2017**

Equiniti Ltd
Initially worked inbound phone lines providing excellent customer service to callers in the areas of pension administration and employee benefit choices. Promoted to the Operational Planning Team. Here I worked with colleagues to organise staffing both ahead of time and on an intraday

level to best achieve client contractual service levels. We also worked to provide the best engagement for our frontline staff and create more flexible scheduling arrangements.

Key Accomplishments:
- Implementation of migration to the Workforce Management and Telephony systems at the user end, providing expert procedures for our staff and training teams.
- Worked with our training team to create a comprehensive skilling map for our new starters to plan their journey to taking a diverse range of call types.

EDUCATION

Studied Classics – University of Nottingham, UK