DANNY ROBERTS

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Full UK Driving License

SC Security Clearance

PERSONAL PROFILE

I am an ambitious, conscientious and hardworking Software Engineering graduate with almost 4 years' experience in an IT Project Management capacity with a Technical Support and Data Analyst background. My goal is to progress within a Web Developer career integrated with my passion for web design. In my spare time I have worked on personal projects to further advance my development skills. Having moved into IT Project Management though promotion with my current employer, I have moved away from this original career path, and I am keen to direct my attention to my initial objective.

EDUCATION & QUALIFICATIONS

Graduated 2017: Sheffield Hallam University
- BEng Software Engineering 49%

2011 – 2013 Tarporley Sixth Form - A & AS levels
- Four Subjects: Mathematics, Computing, Physics, Economics

2006 – 2011 Tarporley High School - GCSEs
- Eight Subjects, including, Maths, English, and Sciences.

KEY SKILLS

- Great knowledge of IT software and software development principles such as Agile and Waterfall methodologies.
- Experience and knowledge of developing games using Unreal Engine 4
- Complete knowledge of all Microsoft Office software e.g. Excel, Word.
- Excellent understanding of software release processes
- Full appreciation of front-end web design, e.g. HTML, CSS & JavaScript.
- Great SQL database experience.
- Excellent communication at stakeholder level.
- Project Management and Client Management skills.

WORK EXPERIENCE

Project Implementation Manager | Syrenis Ltd   **March 2019 to Present**
Key Achievements:
- Managed implementation of multiple high value projects (approximately £200,000) including migrating clients onto new software, strengthening pre-existing and new client relationships
- Responsible for 10 – 15 clients on a daily basis to ensure clear communication and assessment of project timelines to adhere to deadlines
- Dealt with multiple large scale software issues during testing stage to ensure no service failure at client level
- Run in-depth technical training on the software and any change requests by the client to provide a clear demonstration of the user experience

References available upon request.

Responsibilities:
- Solely responsible for bringing clients on board after sales phase, this includes communication to the client throughout the process, training the client on the software and managing any requirements they client may need.
- Managing multiple ongoing projects with clients via project management software and documents such as RAID logs, communicating progress to external clients.
- Working closely with clients to deliver costed work and manage their expectations through continued communication.
- Vast knowledge gained using Jira to track bugs, issues and software changes.
- Responsible for signing off any code changes in UAT/Test/Staging software environments before reaching a client state.
- Excellent experience in delivering software training sessions and performing live software demonstrations to upwards of 20 trainees.
- Utilizing SQL Server Management Studio (SSMS) to run my own SQL queries, insert or remove data and run SQL Jobs/ Stored Procedures to investigate and solve client software issues.

Support Specialist | Syrenis Ltd   **May 2018 to March 2019**
- Improved HTML & CSS skills by assisting clients in front-end web development issues, developing a greater understanding of SQL and SQL databases.
- Helped diagnose live client issues and worked to resolve these within SLA
- Learned how to operate effectively in a front-line support team

Data Analyst | Blueprint Partnership   **Aug 2017 to Feb 2018**
- Great knowledge of **Confirmit** – an online survey builder, to create complex pharmaceutical surveys for market research.
- Experience with **HTML**, **CSS & JavaScript** to style and format each page of the survey to the client's needs
- Designing and testing the **UX/ UI** of the online pharmaceutical surveys
- Used SPSS to analyse the data collated.
- Originally taken on as an unpaid intern, after demonstrating my skills within the team I was offered a paid internship

Accommodation Ambassador | Sheffield Hallam University   **Oct 2015 to Nov 2015**
- Gained valuable experience showing newcomers around my Student Accommodation.
- Developed my communication skills through explaining the advantages of my accommodation and why they should choose it.

Work Experience at SHELL | SHELL PetroChemical Site   **May 2010 to May 2010**
- Created complex engineering designs using CAD (Computer Aided Design).
- Made changes to real-time monitoring displays (Process book), used by technical staff (this is a fire-walled window used to monitor the bespoke Foxboro IA and Honeywell distributed control systems.
- Gained appreciation of the whole IT sector, how their data storage system functions and how it is changing as technology advances.

INTERESTS

- Avid professional football fan and gym goer
- Keen interest in video games from a young age with a passion of their development and user experience

References available upon request.