

DAVE MONAGHAN

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GitHub: <https://github.com/DaveMon79>

Portfolio: <https://davemon79.github.io/Professional-Portfolio>

SUMMARY

Ambitious, enthusiastic and hungry to learn Full Stack Web Developer with an extensive background in Customer Service. Known for excellent communication, teamwork and an eye for detail when writing clean code. Effective at developing user friendly, pleasing to the eye applications. Most notably team project 2 (Tradr Marketplace), which the course Teacher and Teaching Assistant stated was the best project 2 they'd ever seen.

TECHNICAL SKILLS

Languages: HTML, CSS, Javascript, JQuery, Node.js, MySql

Applications: Sequelize, MongoDB, Express, Handlebars.js, and ReactJS

PROJECTS

Tradr Marketplace

<https://github.com/DaveMon79/tradr-marketplace> | <https://calm-gorge-52770.herokuapp.com>

- Inspired by eBay & Amazon, this is an ecommerce application which enables a user to create an account to buy and sell products
- Responsible for designing, building and seeding the database, front end Javascript and backend API routes.
- CSS, HTML, Javascript, Node.js, Sequelize, Express, MySql, Handlebars, bcrypt

Movie Madness

<https://github.com/DaveMon79/Movie-Madness> | <https://davemon79.github.io/Movie-Madness/>

- This application enables a user to input the name of a film or series and be presented with a YouTube trailer, plot, summary and ratings.
- Responsible for the HTML and CSS of the application.
- CSS, HTML, Javascript, API's.

Project 3 placeholder

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- Responsible for the HTML and CSS of the application.
- CSS, HTML, Javascript, API's.

EXPERIENCE

Technical Support Executive – 11/2018 – Present

Lex Autolease, Cheadle, SK3 0R

Responsibilities:

Working as part of a team to Fleet Manage and maintain large complex fleets of vehicles in excess of 5000 units. These fleets consist of anything from small cars to HGV vehicles, all with specialist equipment with various legal requirements. Notable customers I've managed include SSE & Balfour Beatty.

Achievements:

- Working as part of a team I have wide range of strict pre-negotiated KPI targets which I ensure we exceed to avoid Lex Autolease incurring financial penalties
- Responsible for managing SSE's safety management process. Reporting investigations and actions taken at board level on a weekly basis
- Using self-taught Excel skills, I was able to reduce a process from 10 hours per week to 30 minutes. As a result, I was asked to review a large number of processes across the business and built many spreadsheets significantly increasing efficiency

- My work exceeds all inhouse targets and quality checks. Offering excellent customer service enabled the business to retain all high-profile contracts

Quality Assessor (Secondment role) 12/2017 – 11/2018**Lex Autolease, Cheadle, SK3 0RB***Responsibilities:*

Responsible for reviewing colleagues phone calls and written work in all departments of a large business, to ensure they followed inhouse guidelines and met the high work standards expected by the company. This role required a deep understanding of all roles within the business.

Achievements:

- Developed a meticulous eye for detail, which was essential when offering criticism towards colleague's work
- Exceeded all quality checks completed on my work, which resulted in me achieving the annual bonus
- Identifying and correcting errors made by colleagues which did conform with banking ombudsman guidelines, which saved the business from heavy financial loss

Vehicle Downtime Management – Technical Executive – 07/2015 – 12/2017**Lex Autolease, Cheadle, SK3 0RB***Responsibilities:*

Responsible for monitoring vehicles which were off the road for routine & non-maintenance. I had to ensure all vehicles were repaired as quickly as possible, at minimal expense to the customer and business.

Achievements:

- Achieved the average daily downtime of 3 days per vehicle, due to developing excellent working relationships with manufacturers and dealer chains
- Successfully managed extremely high workloads of over 100 vehicles off the road per day, while exceeding customer satisfaction scores
- Exceeded the average cost per vehicle off road, due excellent communication skills with customers, and excellent working relationships with external suppliers
- Exceeded the Customer Satisfaction Targets of 90% to gain an annual bonus each year in the role.

Customer Complaints Executive – 07/2012 – 05/2015**Lex Autolease, Cheadle, SK3 0RB***Responsibilities:*

Responsible for investigating and effectively resolving all customer queries & complaints from all areas of the business, whilst meeting high customer satisfaction targets and abiding the Banking Ombudsman guidelines.

Achievements:

- Exceeded the customer satisfaction target of 85% to gain an annual bonus for each year in the role
- Successfully negotiated lower financial settlements with customers which enabled me to achieve the average target of £5 cost per complaint, and reduce financial loss for the business
- Displayed excellent time management and prioritisation skills to manage extremely high workloads of over 50 active complaints while meeting banking ombudsman guidelines
- Awarded star of the month on 5 occasions out of a team of 20 staff, due to high turnover of work whilst meeting all targets, and receiving multiple recognition emails from satisfied customers

EDUCATION

Full Stack Web Development, Boot Camp Certificate: Birmingham University, Birmingham, B15 2SQ

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node.js, MySQL, MongoDB, Express, Handlebars.js, and ReactJS. Program Summary optional

NVQ Level 2: Carpentry & Joinery: Stockport College, Stockport, SK1 3UQ

GCSE – Science-C, Maths-C, English-C, Geography-B: Kingsway School, Gatley, Cheadle, SK8 4QX

