

Fergus Henderson

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PROFILE

A highly motivated, proactive individual who has a strong passion for learning new skills. I am an avid learner with the ability to adapt to different situations and complete tasks to a high standard within given timescales. An effective motivator and trouble-shooter with exceptional problem-solving skills. I am self-motivated and actively seek challenges.

EXPERIENCE

I am currently enrolled in Code Nations Master Course Bootcamp. Before starting the course, I had little coding experience but during the 12 weeks enrolled in the Code Nation Master course I have learned more than I thought was possible in such a short timescale. I am really enjoying the problem-solving aspect of coding and working in teams on projects. I have been working on several projects where I have learned the fundamentals of programming and the importance of clear and concise code as well as adding precise notes to describe the functionality of the code.

STRENGTHS

- Excellent ability to work in a team and motivate others
- Ability to develop and coach others
- Excellent organisational and planning skills, with the ability to function smoothly and effectively in pressure situations and meet critical timescales
- A confident communicator with proven ability to influence and develop strong working relationships with colleagues, senior management and other departments
- Ability to analyse information and identify potential risks
- Able to act on initiative, identifying opportunities and being proactive in putting forward ideas and solutions to continually improve service and results

INTERESTS

I am a keen gym and snowboarding enthusiast and try my best to maintain a generally healthy lifestyle. I have set myself the target of completing all 282 of Scotland's Munros so I have been hiking at weekends regularly for the last 6 months and will continue to pursue this hobby for the foreseeable. It has introduced me to ice climbing which I have really enjoyed during winter hikes. In my down time I enjoy reading and watching educational content on subjects such as coding, the stock market and general mindset and motivation. I also enjoy spending time with family and socialising with friends.

Technologies

- HTML
- CSS
- Javascript
- React
- MongoDB
- SQL
- Node
- Github

AWARDS

- Team Player Award SSE
- Sportscotland Basketball Referee
- Duke Of Edinburgh Bronze and Silver

CAREER

SSE Partnership Services March 2019 – December 2020

Key Responsibilities:

- ☐ Ensuring all data received from partners is stored and logged accurately and efficiently
- ☐ Liaising with partners to solve any issues that may occur during the change of supply process
- ☐ Deliver exceptional customer service when communicating with partner companies consistently
- ☐ Follow regulatory guidelines
- ☐ Manage backlog of work effectively to ensure we are meeting mutually agreed deadlines
- ☐ Health and Safety representative
- ☐ Communications representative

SSE New Customer Enquiries November 2016 - April 2019

Key Responsibilities:

- ☐ Dealing with all customer issues from point of sign up through to first bill
- ☐ 'Going the Extra Mile' to ensure the delivery of first class customer service
- ☐ Promote additional products and services
- ☐ Manage customer complaints and back log effectively
- ☐ Additional task of creating customer manual bills

EDUCATION

Perth College (2014-2016)

National Certificate Business Management
Higher National Certificate Business Management Units
Information Technology
Preparing to start a Business
Human Resource Management
International Marketing
Business Communication
Personal Enterprise Skills
Customer Care

Perth High School (2008-2014)

Higher Photography C
Intermediate 2 Spanish B
Intermediate 2 Maths C
Intermediate 2 Business Management C
Standard Grade English 1
Standard Grade Physical Education 2
Standard Grade Spanish 2
Standard Grade Maths 2
Standard Grade Physics 3