

# 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 have recently completed Code Nation's 12 week developer bootcamp and I am keen to further my skills in the industry. During the course I have learned basic web development skills using HTML, CSS and Javascript and the importance of clear and concise code as well as adding precise notes to describe the functionality of the code. These skills were useful when going on to create more advanced applications. Whilst creating these applications I have been using React for front end development, Node.js for backend development and Mongoose in Mongo DB for the database. I have the ability to host applications using Heroku and Netlify. I use version control on all projects, storing them in repositories on Github and also collaborating with other developers using branches to merge work. I'm in the process of learning C++ and creating video games in Unreal Engine.

## 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 8 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 playing chess.

## 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