

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 very keen to further my skills in the industry. During the course I have learned basic web development skills using HTML, CSS and Javascript. These skills were useful when going on to create more advanced applications using React for UI as well as Node.js to create full stack applications. I linked these applications to Mongo DB in order to store data in the database such as login details and passwords. I have the ability to deploy applications using Heroku and Netlify so they can be hosted and accessed on the web. I use version control on all projects, storing code in repositories on Github and also collaborating with other developers using branches to merge work. Working on projects in teams has highlighted the importance of clear and concise code as well as adding precise notes to describe the functionality of the code to ensure other developers are able to understand my work. I have also learned the basics of C++ and creating video games in Unreal Engine in my spare time since completing the course whilst continuing to work on some cool projects including a munro site and meal prep app.

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

Technologies

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

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

INTERESTS

I am a keen gym and snowboarding enthusiast and try my best to maintain a generally healthy lifestyle. In June I set myself the target of completing all 282 of Scotland's Munros so I have been hiking regularly at the weekends and will continue to pursue this goal for the foreseeable. This has introduced me to ice climbing which I have really enjoyed during winter hikes. In my down time I enjoy reading, playing chess and watching educational content on subjects such as coding, the stock market and general mindset and motivation. I also love to network, regularly interacting with like minded people to broaden my skills in different areas through collated knowledge.

References

Available on request