

Forest Eloghosa

JUNIOR FULL STACK SOFTWARE DEVELOPER

Ireland

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[Linkedin Profile](#)

[Github](#)

PERSONAL PROFILE

Tech professional with 6+ years in data-driven roles, now entering software development. Skilled in full stack tech (HTML, CSS, JavaScript, Python) with strong cybersecurity awareness. A collaborative communicator with a solutions-focused mindset, eager to grow and contribute to a dynamic development team.

TECHNICAL SKILLS

Technologies	Databases	Frameworks	Version Control + Additional skills
HTML5 CSS3 JavaScript Python	MongoDB MySQL PostgreSQL SQL	Django jQuery Bootstrap Tailwind CSS	Git Github Heroku Agile UX Design

EDUCATION AND TRAINING

April 2025 - Present	Diploma in Full Stack Software Development Code Institute - Remote Credit Rated by The University of the West of Scotland
Sept 2021 - Aug 2022	LEVEL 5 in SOCIAL WORK WITH PSYCHOLOGY Drogheda Institute of Further Education-Drogheda Co. Louth
2021 - 2022	Level 5, Healthcare Iona College Ireland-Remote Ireland
2018 - 2020	Leaving certificate Our Lady's College Greenhills -Drogheda Co. Louth

PORTFOLIO PROJECTS

1. **You Are Seen** - wellness and reflection site <https://github.com>

Technologies Used - HTML5, CSS with JavaScript,Bootstrap

WORK EXPERIENCE

Dec 2024 – Present	Customer Service Advisor / Credit Collector	Company:Capita Location:Ireland/Remote
<ul style="list-style-type: none">Engaged with 60+ users daily, maintaining a 98% satisfaction rate through clear communication and efficient issue resolution.Improved response times by 15% by troubleshooting complex queries and supporting seamless, one-touch solutions.		

- Navigated multiple CRM platforms to manage data and workflows, ensuring 100% compliance and reducing overdue balances by 20%.

Feb 2024 – Nov 2024

Patient Scheduling Representative

Company: RelateCare
Location: Ireland/Remote

- Managed high-volume scheduling with precision and empathy, ensuring smooth communication across multiple channels.
- Collaborated with remote teams via Microsoft Teams and Zoom, sharing insights to boost team efficiency and workflow.
- Maintained data accuracy and compliance across systems, resolving issues quickly and improving user satisfaction.

Dec 2022 – Nov 2023

Healthcare Assistant

Company: Access Healthcare
Location: South East Ireland

- Delivered user-focused support to 75+ individuals, strengthening engagement through clear, empathetic communication.
- Collaborated with cross-functional teams to streamline processes, reducing inefficiencies by 30% through adaptive problem-solving.
- Ensured consistency and accuracy in dynamic settings, contributing to reliable, end-to-end operational performance.

July 2021 – Nov 2022

Security Guard

Company: OCS
Location: Drogheda Co. Louth Ireland

- Ensured safety in high-traffic areas by resolving conflicts calmly and professionally.
- Accurately documented incidents to enable fast emergency response and clear communication.
- Promoted team trust and collaboration by staying composed and approachable under pressure.

CERTIFICATES/COURSES

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| • Code Institute: | Coding Challenge | 1 month/Feb 2025 |
| • Grow Remote: | Remote Work Ready, ICDL Ireland | 1 month/Aug 2023 |
| • Ecollege: | Customer Service and Success Advanced | 1 month/Nov 2024 |
| • AMTCE -Ecollege: | Cyber Security (ICDL-CS) | 1 month/Nov 2024 |

ADDITIONAL INFORMATION/INTERESTS

- Currently learning C# - Code skills
- Slack Forum - Channel lead.

- Graphic Design - learning Adobe Photoshop/Illustrator - I enjoy creating and designing.
- Art Craft/Gaming!
- I attend regular networking event hosted by Code Institute
- Currently working on my personal portfolio

LANGUAGES

- Fluent English
- Beginner Irish

References available on request