GRANT PRITCHARD

About Me

A customer-centric Developer with a background in software support who loves working in the tech space, keeping up to date with the goings-on in the market and coding in my spare time.

- 07446400963
- grant1993@live.com
- https://github.com/Grant1993
- https://grantsdevportfolio.netlify.app/

LANGUAGE

- English
- Polish (Intermediate)

SKILLS

- HTML
- CSS
- Javascript
- JavaScript Libraries & Frameworks
  - React
- GIT
- SQL
- AWS
- Jira
- Agile

EXPERIENCE

AlgoExpert - FrontEndExpert Dec 2023

Davies Group Ltd, Junior Developer
Dec 2022 - Dec 2023

- Got involved in development work where possible to become a developer whilst I was a Service manager.
- Instrumental in the successful creation and delivery of bespoke client software builds*
- Continuous use of HTML, CSS, JavaScript and SQL
- Relationship and stakeholder management with clients
- Exposed to Agile methodology during projects.

The Modern Javascript Bootcamp Course (2022) - Udemy

ContactPartners Ltd (A Davies Company), Service Manager
2018 - 2022

- Providing high-quality technical support for clients of our bespoke software and meeting the agreed SLAs.
- Use of Jira Service Desk to triage and prioritise requests, issues and escalations.
- Run SQL queries to provide clients with real-time data and insights.
- Get involved in development work where possible, working towards my goal of getting into development full time.

BrightLogic, Support Technician
2014 - 2018

I supported the bespoke property CRM software, supporting a high volume of calls each day.

- Respond to high volume tickets from customers of Brightlogic
- Remote login, investigation and troubleshooting of issues and carrying out SQL queries.

EDUCATION

The Modern React Bootcamp (Hooks, Context, NextJS, Router) - Udemy

In progress.

The Modern Javascript Bootcamp Course (2022) - Udemy

AWS Certified Cloud Practitioner Jun 2019

Advanced Level Apprenticeship in IT, Software, Web & Telecoms Professionals Feb 2015

BTEC Level 3 National Diploma in IT (Software Development)
Jul 2013
MPP