

James Purvis

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SUMMARY

As a recent graduate, I possess a strong foundation in programming concepts and a solid understanding of various programming languages. I am a fast learner, with a passion for software development and a desire to leverage my skills to contribute to a dynamic team. I possess excellent problem-solving skills, a strong attention to detail, and I am committed to delivering high-quality software that meets project requirements. I am eager to apply my skills to real-world situations and to continue to learn.

WORK EXPERIENCE

City of Orlando - Software Developer (Internship)

April 2022 - August 2022

- Collaborated with a team of five developers to design and implement a RESTful survey-taking web application using Java, Spring, JPA and Hibernate technologies, resulting in a 50 percent reduction in manual workload and saving the city an estimated 300 hours of administrative time annually.
- Automation of the survey-taking process using our application also increased accuracy and improved data integrity, resulting in more reliable and timely information for decision-making purposes.

Help Desk Support Agent - ModSquad

January 2017 - March 2022

- Resolved an average of 20 technical issues per day, maintaining a customer satisfaction rate of 95 percent.
- Received recognition from supervisors and clients for exceptional communication and problem-solving skills, resulting in additional responsibilities.
- Developed a comprehensive troubleshooting methodology for technical issues, reducing the average resolution time by 30 percent and improving the overall efficiency of the team.

Shift Manager - Hampton Inn

February 2015 - December 2016

- Led a team of seven housekeepers and three front desk agents to implement a new guest satisfaction program resulting in a 20 percent improvement in survey metrics over a six-month period.
- Proactively managed customer satisfaction by taking ownership of customer complaints on my shift, demonstrating strong problem-solving skills and the ability to de-escalate tense situations
- As a result, I developed a strong rapport with customers, resulting in positive feedback and increased customer loyalty.

PROJECTS

My coding portfolio is located [here](#)

EDUCATION

2021 - 2022	Bachelor's Degree in Software Development at Valencia College	(GPA: 3.9/4.0)
2019 - 2021	Associate's Degree in Information Technology at Valencia College	(GPA: 3.8/4.0)