Johnothan Christopher Arscott
Full Stack Software Development Student
Laval, Quebec, Canada | John.Arscott@hotmail.com | +1 438 764-8679
Linkedin:https://www.linkedin.com/in/jca-dev/ GitHub:https://github.com/Jca-Dev
Resume Website: https://jca-dev.github.io/Resume/ & https://jca-dev.github.io/Bootstrap-Resume/

With 11 years customer service and 6 years safety critical experience in the retail, rail and travel/tourism industry I am enrolled in The Code Institute's Level 5 Diploma in Full-Stack Software Development. Having strong problem solving and attention to detail I am proficient in working with front end software development languages such as **HTML**, **CSS**, **JavaScript**, in addition I have worked with **python** and **JavaScript Object-Oriented Programming**. My plan is to start in front-end development and progressively add back-end then work full-stack and finally lead, motivate and train a team of developers.

Key Skills & Relevant Qualifications:

Languages:
HTML, CSS, JavaScript, Python

Front-End Frameworks:
Bootstrap, jQuery

Other:
GIT, GitHub, Microsoft Visual Studio, Balsamiq Wireframes, Heroku, API's, Node.js, Automated testing, Agile, Unit testing, JESTS

Full-Stack Software Development Level 5   **Jan 2022 – Present**
Code Institute
Relevant Modules: **JavaScript**, **Python**, **CSS**, **HTML**

Projects:

Personalised Training Program Website: For people looking for personalised training programs. (Milestone Project 1)
Built using **HTML**, **CSS**
GitHub link: https://jca-dev.github.io/First-Project/

Car Quiz: Desgined for users to test their knowledge in the mechanical aspects of cars. (Milestone Project 2)
Created using JavaScript, **HTML** & **CSS**
GitHub link: https://jca-dev.github.io/Second_Project_JavaScript/

Car Manufacturer Survey Terminal: For the collection of survey data to be easily input to a google sheet document. (Milestone Project 3)
Built with **Python**
GitHub link: https://car-manufacturer-survey.herokuapp.com/

Work Experience:

Delivery Driver   **Amazon - Laval, QC**
07/22 to Present
- As a delivery driver for amazon I spend most of my time on the road alone delivering packages to customers. Representing amazon I am kind, polite, clean and safe providing the best customer service possible. This includes reading delivery notes and completing customer requests.

Train Conductor, Ticket Examiner   **Great Western Railway - Devon, England**
03/16 to 05/22
- Absolute responsiblity for the safety and time keeping of my train on the railway network
- Working in a team with my Driver, Control, Signalers and Fleet Maintenance to keep the safety and efficiency of my train and the running line
- finding and fixing faults on my train and reporting un-fixable faults
- Making sure my train is clean and safe for my passengers
- Perform revenue duties on the train and assist passengers with extra needs such as a wheelchair user requiring a ramp
- Perform emergency line protection if required on electrified AC DC and non electrified rails
- Use the phonetic alphabet to communicate clearly

Help Desk Supervisor   **Homebase - Devon, England**
09/15 TO 03/16.
- Resolve customer complaints and provide excellent customer service to all customers
- Manage customer orders providing information on our products and services
- Lead a team of 3 checkout operators
- Support colleagues within the team to ensure they are performing at their best to delight our customers
- Lead by example through my behaviour and appearance.
- Manage the full range of duties by being focused, proactive and delegate to others to ensure everything gets completed on time and to a high standard.

Sales, Parts and workshop specialist   **Torbay Motorcycles ltd - Devon, England**
01/15 to 09/15.
- Use of telephone, problem solving and organisational skills were paramount to my success in this role
- Booking in customers into the workshop diary utilizing resources available to maximize profits while exceeding customer expectations
- Educating customers by explaining our services offering and recommending what's best for the customer leading to sales of motorbikes and accessories working toward sales targets
- Managing stock effectively to ensure we had the correct products available to meet demand
- Using my experience I understood our customer base and anticipated their needs

Barman, Waiter, Shop Supervisor, Chef   **Haulfryn - Devon, England**
05/14 to 01/15.
- Working front of house enabled me to provide an excellent service to delight guests
- Meeting a large range of diverse customers and having multiple job roles in a fast paced environment gave me the experience and keen eye for detail under pressure

This role required prioritization and flexibility where I thrived In making important decisions on a regular basis to meet the needs of customers and staying in line with the company rules & regulations

Shop Assistant   **GILLETS SPAR - Devon, England**
09/13 to 07/14.
- My role at Gillets was much the same as my role at Martin Mcolls. During my time I further developed my customer service skills
- This role had additional responsibility to manage the baking of fresh goods
- Following the company standards, I worked and ensured the safety of our customers and managed stock on the shop floor ensuring goods were available to customers and were well presented
- Being a local shop at times I had to manage conflict situations where underage customers attempted to purchase age restricted goods

Shop Assistant   **MARTIN MCOLLS - Devon, England**
11/12 to 09/13.

- Provide excellent customer service by assisting customers and meeting their individual needs
- Through excellent listening skills I could understand customer's requirements and provide solutions
- Adhere to cash regulations when retailing goods through the till
- Cash up at the end of my shift

Education:

Diploma Level 5: Full-Stack Software Development   **Feb 2022 – Present**
BTEC Level 3: Public Services (C)   2013
BTEC Level 2: Public Services (A*), IT (C)   2012
GCSE: Maths, Physical Education, English, Food Technology, Geography, Science   2011
NVQ: Retail, Work Hazard Awareness, Junior Sports leadership

Personal Interests:

1. Software creation and software
2. Eating food, cooking food and trying new food
3. Exercise, healthy living and human biology
4. Completing mini courses on Sololearn
5. Gaming most genre's and mainly pc platform, VR, Switch and mobile
6. Driving and tinkering with cars & motorcycles
7. How things work, inside computer hardware and engines, how it all links together. I like to take things apart to understand how they work and put it back together and research ways of upgrading.

References available upon request