

## James Evans

### Contact Info:

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### Profile:

I'm an enthusiastic and hardworking individual, always with a professional and proactive dedication to my work. In June 2020 I ended my 15-year career with HM Revenue & Customs to pursue an ambition to work in the tech industry. I am currently studying towards gaining a Level 5 Full Stack Diploma in Software Development accredited by Edinburgh Napier University.

### Work History:

<b>2005 – June 2020</b>	<b>HM Revenue &amp; Customs</b>	<b>Tax Administration Officer</b>
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I worked in a variety of roles within HMRC, across the Oswestry, Telford and Wrexham offices. Most of my work was focused on the following responsibilities:

**Managing relationships:** Building and maintaining productive working relationships with colleagues, employers, accountants and the public.

**Reviewing performance to make business improvements:** Taking responsibility for the efficiency and effectiveness of my own work against organisational objectives; being aware of the quality of outputs; selecting continuous improvement techniques.

**Providing advice and guidance:** Using my knowledge of technical issues to identify compliance with regulations and procedures, and to contribute to the production of guidance materials.

**Professional performance and development:** Acting professionally; completing allocated tasks while meeting deadlines; working collaboratively with others and providing learning opportunities for colleagues

On a day to day basis I worked on problem cases passed through to me from less experienced staff in the contact centre, and my priority was to work each issue to resolution to prevent formal complaint. This could involve any number of duties including but not limited to: adjusting PAYE tax codes, reconciling tax years and issuing under/overpayments, identifying and correcting collection issues within Simple Assessment, amending Self Assessment tax returns and linking PAYE and Self Assessment records.

**Education:**

<b>1999 – 2004</b>	The Marches School	11 GCSE's
<b>2020 – ongoing</b>	Code Institute	Diploma in Software Development

**Additional Experience**

I have been part of a HMRC-wide network known as Digital Ambassadors, who are specially trained to inspire colleagues to understand and explore the opportunities that digital tools offer, and to offer colleagues hands-on coaching and advice to help develop their digital skills. This allowed me to hugely upskill my own digital skillset particularly with the Microsoft Office Tools, Skype for Business and the complete Office 365 package. This role afforded me the opportunity to be part of an innovative team that introduced Smarter Working to HMRC, assisting many colleagues in being able to work from home.

**Hobbies & Interests:**

I take a big interest in all things sport with my two passions being Shrewsbury Town FC and following the World Snooker Tour. Before the social distancing measures were introduced I also enjoyed playing 5-a-side football and going to live music events and festivals; I am eagerly awaiting the chance of returning to these. My favourite ways of unwinding are spending time with my partner and children, long walks with my 'strong spirited' Patterdale Terrier, or playing a few frames of snooker or pool.