Joshua Morgan

Contact Details

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About me

Highly organised and hardworking professional who strives to be early in the morning and the last to leave the office in the evening. I am highly Imaginative in the roles I undertake as I believe Innovation and creativity are important regardless of what you take on in life. My strong communication skills have always been one of my biggest selling points and My passions include following various combat sports, following the space sector progression and I have an interest in motorbikes and motorsports.

Technical Proficiency

Tools and Technologies

- C#/.Net
- Tailwind
- Bootstrap
- HTML/CSS
- JavaScript/JQuery
- Abp Framework
- Office365/Trello
- Git/GitHub/GitLab
- SQL Server

Interpersonal Skills

- Customer Service
- Problem Solving Team Working
- Public Speaking
- Driving Licence: Full/Clean
- Organisational Skills
- Very strong Communication Skill

Work Experience

Junior Software Developer, Advanced Secure Technologies

07/2021 - Present

I worked as a full stack developer using .Net, Javascript and MSSQL in order to complete roughly 200 tickets during my tenure. I actively participated in team discussions about the direction of the project and weighed in on the implementation of certain features and epics in upcoming releases. Employed the use of version control and tools like docker in order to manage the project. Actively participated in the use of Pluralsight where I completed multiple courses in order to broaden my skill set, some of which has been highlighted in my additional contributions.

Recognised as having a good sense of defensive programming and SOLID principles. knowledgeable when managing prioritisation and ticket management including requirements gathering, which includes great communication skills that allow me to speak to colleagues of all technical levels in order to get information. Here I also gained experience of unit testing through FakeIt and Nunit. On top of that I helped out during a busy patch with Automation testing using Cypress where I also set up automated Pipelines on Gitlab to run nightly.

Technical Support Analyst, Alcumus

12/2020 - 07/2021

Provided Tier 1 technical support to 700 employees based in 4 Locations in the UK and Canada via Phone and Email. My role at Alcumus required me to document systems and solutions that had not been found before for complex issues using Confluence and Manage Engine. Initiated and helped implement a tracking system for any monitors we had to send out to remote users. From here initiated steps to change the way the new starter process was conducted and managed. These changes helped increase the team's speed and management of new user

Course Representative for Final Year Students

09/2019 – 06/2020

Liaised with students throughout the year to resolve any issues that were raised about the course or the lack of resources. Put forward potential solutions and pushed for software plugins such as OpenDyslexic for those students that could be struggling with their projects. This will also aid future students who choose to study the course. My role became particularly important in helping my peers manage the complications caused by the Coronavirus pandemic. Ensured that tools and resources were made available when the university closed for lockdown.

ICT Technician, JPS Technical Services LTD

07/2016 – 05/2020

Worked with JPS Technical Services as required by the company. Volunteered to help if an extra team member was necessary to complete a large assignment. Whilst working for JPS, provided general IT support and administration, such as setting up and configuring desktop computers for new offices and companies. Most jobs required running and installing category 5/6 cabling through office buildings into their corresponding servers.

Qualifications

2017 - 2020

    BSc Computer Science (2:1)

- **Undergraduate projects included:** Object Oriented Programming, Database Development, Data Structures and Algorithms, Mathematical Tools for Computation, Secure Programming Principles, AGILE, Event Driven Programming, Intelligent Systems, Mobile Systems and Applications and Information Management.

2015 – 2017

    Level 3 National Diploma in Information Technology (D*D*D)

2013 – 2014

    NVQ Diploma in Performing Engineering Operations with Engineering Practices (Pass)

    City & Guilds Diploma in Electrical Installations; Buildings and Structures (Pass)

2013

    8 GCSEs (Including English and Mathematics)

Additional Contributions

Achieved a PASS Award (Peer Assisted Support Session Leader) For assisting first year students with extracurricular sessions helping them with their C++ project work

Worked on a variety of Pluralsight Course Badges, LinkedIn Badges and Certificate Awards Available to be seen on my Digital Portfolio as found in the header of this CV.