**Joshua Morgan**

**Contact Details**

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**About me**

Highly organised and hardworking entry-level professional who is always 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 passions include following various combat sports and I have an interest Motorbikes and Motorsports.

**Technical Proficiency**

**Tools and Technologies**

* C++/C#
* Tailwind
* Java and Swift for Mobile Applications
* Bootstrap
* HTML5/CSS3
* JavaScript
* Agile Methodologies
* Office365/Trello
* Knowledge of Python
* Git/GitHub
* MySQL/PostgreSQL

**Interpersonal Skills**

* Customer Service
* Problem Solving Teamworking
* Communications
* Organizational Skills
* Public Speaking
* Driving License: Full/Clean
* Health: Excellent Non-Smoker

**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)

**Work Experience**

***Technical Support Analyst, Alcumus***

*12/2020 - Present*

Provided Tier 1 technical support to 700 employees based in 4 Locations in the UK and Canada via Phone and E-mail. 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 teams speed and management of new users.

***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.

***Warehouse Operative, Bearmach***

*06/2016 - 04/2017*

Achieved a National Diploma qualification while working part-time at Bearmach working as a warehouse operative. Used my time at Bearmach to develop my team working and problem-solving skills. My time management skills improved notably over the course of the year due to balancing the National Diploma alongside working part-time in the evening.

**Additional Contributions**

Achieved a PASS Award (Peer Assisted Support Session Leader) For assisting first year students with extracurricular sessions helping them with their project work and first year topics such as C++ They were struggling with.

Worked through the Web Developer Bootcamp 2021 by Colt Steele, this was during the evenings while working for Alcumus.

Worked on web development side projects using HTML/CSS/JS creating simple websites for a variety of different business types such as Gyms, Hairdressers etc.