Joseph Collins, BA(hons.)

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Areas of Proficiency

Web Design and Development	Stakeholder Management	Needs Analysis
Database Management (CRUD)	Agile Implementation	Conflict Resolution
User Authentication	Project Management	Process Review
API Development	Business Analysis	Process/System Implementation
Version Control Management	Change Management	Training Design & Delivery

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Professional Experience

Experienced professional with a background in stakeholder management, project management, and change consulting, now transitioning into Full Stack web development. Looking to leverage comprehensive programming skills in front-end and back-end technologies to provide robust and sustainable solutions.

Transitioning to a career in web development, my skills are well-suited for success in this field:

- Crafting engaging and accessible web experiences.
- Proficiency in agile methodology.
- Expertise in needs analysis for optimization.
- Collaboration across departments for effective communication.
- Project delivery within deadlines and standards.
- Translation of data into actionable strategies.
- Development of user-friendly training materials.
- Post-live support and quality monitoring.
- Internal review and audit processes.
- Quality Assurance, including First and Second Line assessments.
- Development and implementation of Quality Assurance frameworks.

Latest Projects

Site	Description
BitWise (GitHub Front) (GitHub Back)	This website has been designed to provide programmers of all experience levels a platform to share articles with each other relating to specific programming languages.
Travlr (GitHub)	This website has been designed to provide users with an easy-to-use web application to aide in the planning and tracking of travel.
Minesweeper (GitHub)	This website has been designed to run the classic game 'Minesweeper'. This game was developed using Python and has been deployed using a mock terminal on the Heroku platform. **(Requires terminal to access)**
Hangman (GitHub)	This website has been designed to provide users with simple yet fun Hangman game to play when bored. It has been created with several topics which can be accessed via the settings section of the website.

Primary Languages

- HTML
- CSS
- JavaScript
- Python

Primary Frontend Libraries/Frameworks

- React
- JQuery
- Django Templates
- Styling Libraries (Bootstrap, Chakra, etc)

Primary Backend Libraries/Frameworks

- Django/DRF
- Firebase

Versioning Tools

- Git
- GitHub

IDEs

- Visual Studio Code
- GitPod
- PyCharm

PaaS

- Heroku
- Vercel
- GitHub Pages
- Elephant SQL
- AWS

Diligenta (July 2023 to date)
Lead Training Consultant
Implement systems migration in financial sector.

Code Institute (June 2022 – June 2023)
Trainee
Obtained a university accredited diploma (**Distinction**) in Full Stack Software Development covering:
- HTML
- CSS
- JavaScript & JSX (specializing in React front-end applications)
- Python (specializing in Django back-end applications)

exceleratedS2P - Work from home (WFH) (November 2021 – June 2022)
Lead Change Consultant
Lead Change Consultant in the implementation of procurement software focusing on:
- Impact assessment
- Change and adoption strategy
- Managing engagement activities
- Developing and implementing learning solutions
- Post live support

Barclays –Work from home (WFH) (May 2021 – September 2021)
Senior Capability Consultant

Contracted to develop and implement a range of online training programmes to ensure specified areas of the business are compliant with the Insurance Distribution Directive (IDD) mandate.

Oil Exploration Services Company (January 2021 – February 2021)
Business Plan Consultant
Contracted to develop a high-level proposal for establishment of a state-owned oil infrastructure aimed at a developing nation. This required economic modelling and graphical presentation for key stakeholders.

Barclays – Liverpool/Work from home(WFH) (May 2020 – November 2020)
Senior Learning Advisor and Quality Assurance Analyst

Contracted to Barclay Financial Assistance to onboard, accredit and conduct quality assurance on new starters employed to manage the increased case volumes as a result of COVID. Key responsibilities include:
- Training multiple 4 week induction courses on Financial Assistance processes for loans, current accounts and Barclaycards.
- Development of distance learning course material to meet the new 'WFH' environment enforced as a result of COVID.
- Conducting evaluation of quality team outcomes.
- Aiding in the development of a QA framework by building and implementing a Quality Assurance tool to improve consistency, speed of completion, and record management within the quality team.

Lloyds Banking Group - Leeds (March 2016 – October 2019)
Capability Manager

Contracted to develop and implement process and training requirements for high priority policy changes within the following areas:
- Customer Services
- Package Bank Account (PBA) complaints
- Payment Protection Insurance (PPI) complaints
- Rectifications

Barclaycard – Teesside (June 2015 – December 2015)
Senior Capability Consultant

Contracted to ensure the induction material for multiple business units meet the audit requirements set by the FCA as a result of a Thematic Review.

Barclays – Leeds (October 2010 – June 2015)
Customer Transformations Lead Training Designer

Primary role as Lead Designer in a professional training design team, responsibilities involved managing multiple high-profile design projects, including E-Learning design, whilst working in a heavily regulated financial environment, requiring fast-pace, flexibility and creativity to meet operational requirements.

Education and Training

- Diploma in Full Stack Development (Distinction)
- Degree BA Hons Business Studies (2:2)
- Codecademy – Data Science Curriculum (SQL)
- Prince 2 qualified in Project Management (foundation and practitioner)
- A-levels: Business Studies, Product Design and Art
- AS-levels: Physics, Business Studies, General Studies, Product Design and Art
- GCSE: English language, English literature, Mathematics, Geography, Science double award, Graphics, Art
- Full Clean Driving Licence

Sep 2004 - June 2007: Leeds Metropolitan University
Sep 2002 - July 2004: Millfield School
Jan 1998 - June 2002: British International School Jakarta, Indonesia

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References

Supplied on request