**Joel Mitchell**

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***Personal Profile:***

Having completed a degree in mathematics at Queen Mary University, I developed a strong foundation in programming through modules with languages such as Python, C and C++. Additionally, I recently completed a 12-week Software Development Bootcamp with Just IT, where I gained hands-on experience in web development using HTML, CSS, and JavaScript to build websites and applications.

Alongside my technical training, I bring over two years of experience in customer service with Co-op, where I honed my ability to collaborate in team environments and work independently. My role involved handling customer queries, preparing large delivery orders for services such as Uber Eats, Just Eat, and Deliveroo, and ensuring packages were safely stored for collection by companies like DPD—all while working within strict deadlines.

Driven by my passion for software development, accompanied with the skills I have acquired in the bootcamp and both my academic and customer service background, I am eager to start a successful career in Software Development.

***Education:***

**BSc Mathematics, Queen Mary University of London (1st Hons) 2018-2021**

Modules include:

* Introduction to Computer Programming (with Python)
* Numerical Computing with C and C++
* Professional Skills and Data Analysis with SAS
* Communicating and Teaching Mathematics

**City and Islington Sixth Form College 2016-2018**

A Levels:

* Mathematics (A\*)
* Further Mathematics (A)
* Physics (B)

**Beacon High School 2010-2016**

9 GCSE’s including:

* Mathematics (A\*)
* Statistics (A)
* Core Science (A)

***Key Skills:***

* Able to code efficiently with programming languages such as HTML, CSS, JavaScript and Python.
* Problem solving during my time spent at university
* Trustworthiness and responsibility with personal information such as addresses or credit cards in customer service environment
* Time management and working under pressure when completing deliveries for customers with Uber Eats, Just Eats and Deliveroo
* Commercial awareness with understanding how the business works in a retail environment
* Active Listening while effectively following instructions
* Communication skills with providing assistance to customers in a retail environment
* Proficient in using Word, PowerPoint, and Excel for several writing and documentation tasks.
* Interpersonal Skills demonstrated through empathy when a customer is experiencing a crisis
* Conducting research while working on various projects

***Work History:***

**Co-operative, Millbrook Park 2021-Present**

* **Customer Service:** Assisting customers with their inquiries, providing product information, and addressing complaints.
* **Sales Transactions:** Operating cash registers, processing payments and issuing receipts.
* **Inventory Management:** Stocking shelves, organising merchandise and monitoring inventory levels with a stock count.
* **Handling Returns and Exchanges:** Processing returned items and exchanges according to store policies.
* **Product Restocking:** Replenishing items on shelves according to inventory needs and ensuring proper product placement.
* **Managing Special Orders:** Handling customer special offers and ensuring timely completion.

**Oxfam Volunteer, Holloway Rd 2017-2018**

* **Processing Donations:** Logging and managing incoming donations.
* **Storing Donations:** Categorizing and organising donated items.
* **Store Maintenance:** Keeping the store clean and organised.
* **Promoting the shop:** Informing the community about events and sales.
* **Pricing Items:** Tagging items with prices based on store guidelines.