

JOEL BALMER C.V.

Angular | SCSS | .NET Core | Express.js | Azure DevOps | GitFlow | Scrum

+44791009363 joel.balmer@gmail.com joelbalmer.life

After studying embedded systems/software programming as part of my degree I trained to become a Mobile Software Developer. I then spearheaded the mobile technical support team for Optimizely's mobile SDKs. However, building JavaScript full stack apps in my spare time rekindled my passion, creativity and eagerness to be a software engineer. I am now excited to enter a role where I can further improve my skills and contribute as part of a team that builds great software applications.

JOB EXPERIENCE

INTO University Partnerships - Software Engineer (Jan 2019 – Present)

- Building Angular/.NET features/fixes, deploying to production environment
- With api caching I reduced an api endpoint average response time from 145ms to 2.29ms, which was confirmed using Azure Application Insights
- A driver for change, ideas and productivity improvements including a [deploy verification script](#) and spearheading mental health/stress initiatives

OCSI - User Support Officer (Aug 2017 – Jan 2019)

- Debugged problems the customer encounters using the web application
- Ensure support documentation (articles, videos and blogs) are updated
- Built a [Google Slides Add-on to save time editing presentations](#) and several Excel formulas to automate frustrating work, saving ~30 minutes per month

Optimizely (Amsterdam) - Technical Support Engineer (Jun 2014 - Dec 2015)

- Debugged clients' Javascript integrations, provided custom Javascript solutions
- Paved the way for native mobile support by creating much of the initial internal and external documentation of the Android and iOS products
- Consistently in the top 3 of any support agent for Nicereply scores

MAKEMOVE - Mobile Software Engineer (Jun 2013 – Jun 2014)

- Built apps using Objective-C, Java, XML, CoreGraphics, CoreData, AVFoundation
- Created/edited assets with Photoshop, designed wireframes for universal apps
- Contact for/implemented feedback from Universal for [The Who's 'Tommy'](#) app
- Was the developer support to the subcontractor for [ZeeZee's Infusion Guide](#)

NOTABLE PROJECTS

[Local Insight Support Tool](#) - A simple Chrome and Firefox extension, built for my current work, to remind me and my colleagues to logout of client accounts and also makes downloading documents quicker and easier.

[Sleep Diary](#) - This React app has a user-friendly interface and performs the necessary tasks to calculate sleep efficiency data.

[Music showreel](#) - I used [Bootstrap Grayscale](#) to showcase my achievements as a freelance music composer. It's fully responsive and purely HTML/CSS/Javascript.

[BeerBros](#) - Built for my brother, to organise his many, meticulous beer notes. The Node/Express.js app saves user-input beers to a database via CRUD operations.

[DVD Pro](#) - Originally built to help my mum understand how to use the DVD player, this Android app has since been downloaded from the Play Store over 1000 times!

EDUCATION

The University of Leeds (Sep 2009 – Jul 2012)

- B.Sc. (Hons) - Music, Multimedia and Electronics (First Class)
- Elected as School of Electronics Representative - attended departmental meetings as the student voice, providing our feedback to improve the running of the Faculty, eventually leading to my co-founding the MME Society
- Our 3rd year project was published in several international conferences

Blatchington Mill (Sep 2000 – Jul 2007)

- GCE A-Level - Mathematics (A), Music Technology (A), Physics (B)
- GCE AS-Level - Further Mathematics (C)
- GCSEs - 11 (A* - C)

OTHER INTERESTS

Music composer for TV and Film (Jan 2013 – Present)

- I compose music for Film and TV as a side business in my spare time
- Projects include feature film [Guardians](#) and Macmillan's [Go Sober UK advert](#)
- To date I have earned ~£10,000 from compositions and continue to earn more!

Bike-packing for charity (May 2011 – Present)

- I joined a charity ride from Leeds to Berlin, raising money for [One In A Million](#)
- The next year I led a group from Leeds to Paris, raising money for [Haven](#)
- I continue to look for opportunities to give to charity and cycle the world