

# JOEL BALMER

## CURRICULUM VITAE

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After studying embedded systems/software programming as part of my degree I discovered a passion for building apps and trained to become a Mobile Software Developer. Later I moved to Amsterdam to work in a well paid job in tech support, however, I missed developing and so began working on fun projects in my spare time. I've enjoyed building a number of Javascript web apps, front-end and full-stack, allowing me to explore my passion, creativity and eagerness to learn and improve.

## PROJECTS

**BeerBros App** - <https://github.com/JoelBalmer/BeerBros>

The Node/Express.js app saves user input beers to a database via CRUD operations.

**Local Insight Support Tool** - <https://github.com/JoelBalmer/LISupport>

A simple Chrome and Firefox extension built for my current work. Reminds you to logout of client accounts, and makes downloading documents quicker and easier.

**Sleep Diary** - <https://github.com/JoelBalmer/sleep-diary>

A React App which performs the many tasks needed to calculate sleep efficiency in an easy to use interface. The next step will be to save, and eventually export, data.

**Music showreel** - <https://github.com/joelbalmermusic/joelbalmermusic>

A site to showcase and log my achievements as a freelance music composer. Fully responsive HTML/CSS/Javascript, built on top of the [Bootstrap Grayscale](#) theme.

**Open Deck**

A private repository that I'd be happy to demonstrate in person. The web app sends/receives messages to/from an Android device, updating multiple users' views.

# EXPERIENCE

## **OCSI - User Support Officer (Aug 2017 - Present)**

This tech support role requires problem solving and debugging to uncover the cause of any unexpected behaviour in the product. This involves liaising with the product and research teams to ensure issues are seen to, communicating this to the user, and finally updating or developing the support materials (Knowledge Base, videos, blogs). Other duties include taking a proactive role in client outreach, building relationships with users and maintaining the database of contacts in order to keep users informed about product updates.

## **Optimizely - Technical Support Engineer (Jun 2014 - Dec 2015)**

My role as a TSE was to provide customer support, helping customers to get the most out of Optimizely's software by offering troubleshooting advice and setup tips. This required great interpersonal skills, diplomacy and empathy, while debugging software issues. I worked with a small team to deliver great customer service, gaining excellent customer satisfaction scores.

During my time at Optimizely I was located in Amsterdam. It was here I gained a huge amount of experience working and socialising with people from many different countries and cultures. I learnt to adapt my communication style in order to cater to the individual's needs, which might include using difficult vocabulary, speeds, tone, or even volume.

## **MAKEMOVE - Mobile Software Developer (Jun 2013 - Jun 2014)**

At MAKEMOVE I helped build applications for iPhone and iPad (including universal builds) as well as Android. I became very familiar with animation/custom view subclassing, and then more advanced data handling such as webservises parsing XML and JSON, eventually caching the data with CoreData framework. I gained experience in:

- Agile – Weekly focus meetings, morning briefings to refocus the week's tasks
- App lifecycle – Wire framing, building with an MVC pattern, delivering builds
- Worked in Objective-C, Java, XML, with CoreGraphics, CoreData, AVFoundation
- Git– We used Tower GUI to version, share code and track issues effectively

## EDUCATION

The University of Leeds	Blatchington Mill 6th Form College	Blatchington Mill Secondary School
<ul style="list-style-type: none"><li>• <b>B.Sc. (Hons)</b> - Music, Multimedia and Electronics (First Class)</li><li>• <b>Including</b> - 3rd year project published in several international conferences</li></ul>	<ul style="list-style-type: none"><li>• <b>GCE A-Level</b> - Mathematics (A), Physics (B), Music Technology (A)</li><li>• <b>GCE AS-Level</b> - Further Mathematics (C)</li></ul>	<ul style="list-style-type: none"><li>• <b>GCSEs</b> - 11 (A* - C)</li><li>• <b>Including:</b> Music (A*), Media Studies (A*), Art (A), Graphic Design (A), Mathematics (A)</li></ul>

## OTHER INTERESTS

### The University of Leeds school representative

I was elected as the School of Electronics Representative. Responsibilities included liaising with staff and students in the school and attending meetings in order to report student feedback, thereby improving the functionality of the Faculty. This led to my co-founding the MME Society, which is still active with ever-growing support.

### Freelance music composer for TV and Film

For my self employed business I compose music for Film, adverts, charity videos, documentaries, etc. Day to day tasks include calling companies and prospective clients to secure new composing work, accounting tasks such as compiling invoices and updating my business ledger, and collaborating with wider teams to create and deliver appropriate and evocative music!

## REFERENCES AVAILABLE UPON REQUEST