JOEL BALMER C.V.

Typescript | SCSS | .NET Core | Express.js | Azure DevOps | Git | Scrum

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PROFILE

After studying embedded systems 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. The following combination of characteristics set me apart as an interesting prospect:

- **Technical** - I love building software, and trying different careers let me to realise this and come full circle
- **Creative** - my training and experience as a music composer for Film and TV lends itself to thinking laterally and offering unique ideas
- **Mindful** - focusing on the wellbeing of others led me to gain a NCFE level 2 qualification in counselling skills, so I strive for a sustainable and caring culture

I am excited by any software engineer roles with learning opportunities and a focus on personal development, so a clear path to gaining the skills needed for/becoming a senior software engineer would be ideal.

KEY TECHNICAL SKILLS

- **Javascript, HTML, CSS, Git, Scrum** (7 years)
- **Angular, Typescript, SCSS, .NET Core, Express.js, Azure + Devops** (2 years)
- **React, Next.js, ASP MVC** (6 months)

PROFESSIONAL QUALIFICATIONS AND EDUCATION

- **NCFE Level 2** - Counselling Skills *(Greater Brighton Metropolitan College, 2020)*
- **B.Sc. (Hons)** - Music, Multimedia and Electronics (First Class) *(Leeds University, 2009 - 2012)*
- **GCE A-Level** - Mathematics (A), Music Technology (A), Physics (B) *(Blatchington Mill, 2007)*
- **GCE AS-Level** - Further Mathematics (C) *(Blatchington Mill, 2006)*
- **GCSE** - 11 (A* - C) *(Blatchington Mill, 2000 - 2005)*

CAREER TO DATE

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
- I built Sprint Bet to aid remote planning sessions - this directly resolved the departmental dependency on Slack's real time collaboration feature, therefore saving Digital Systems £7.5k per year
- 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

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 ~£16,000 from compositions and continue to earn more!

Allot-mental Health *(Jan 2017 - Present)*

- In 2017 I took ownership of an allotment plot after a 4 years waiting list
- I truly felt the mental health benefits, documenting it on my instagram page
- This led me on my journey to achieve a NCFE Level 2 Counselling qualification