JOEL BALMER

CURRICULUM VITAE

Telephone
07910093639

Website
joelbalmer.life

Stack Overflow
stackoverflow.com/users/2501304

Email
joel.balmer@gmail.com

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. I then moved into tech support to help customers diagnose their javascript integrations, however, I missed developing, so I began working on fun projects in my spare time, building a number of Javascript web apps (front-end and full-stack). This allowed me to explore my passion, creativity and eagerness to learn and improve, so now I'm looking to my hone my skills as a developer and be part of a team that builds great software applications.

PERSONAL 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 (it also makes downloading documents quicker and easier).

Sleep Diary - During a sleep hygiene course, I noticed how difficult it can be to fill in a 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 – For Christmas 2013, I surprised my mum by building and installing an Android app on my her phone. My present to her that year was a DVD boxset, but she'd never used the DVD player, so I published this simple walkthrough app to the Play store - it's now been downloaded over 1000 times!

OpenDeck - This communicates with web and native devices and updates all views simultaneously. I'm happy to demonstrate in person (it's a private repository).

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 Javascript 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 webservices parsing XML and JSON, and caching the data with the CoreData framework. I gained experience in:

- Frontend - Amongst others, I built the front end for Universal Music's 'Tommy'
- Agile – Weekly focus meetings, morning briefings to refocus the week's tasks
- App lifecycle – Wire framing, building with an MVC pattern, delivering builds
- Languages and frameworks – Objective-C, Java, XML, with CoreGraphics, CoreData, AVFoundation
- Git – Very familiar collaborating with CLI and Tower git client

EDUCATION

The University of Leeds

- *B.Sc. (Hons)* - Music, Multimedia and Electronics (First Class)

- *Including* - 3rd year project published in several international conferences

Blatchington Mill 6th Form College

- *GCE A-Level* - Mathematics (A), Music Technology (A), Physics (B)

- *GCE AS-Level* - Further Mathematics (C)

Blatchington Mill School

- *GCSEs* - 11 (A* - C)

- *Including*: Music (A*), Media Studies (A*), Art (A), Graphic Design (A), Mathematics (A)

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