

# JOEL BALMER C.V.

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

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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
- 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](#)

# FUN 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 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 3<sup>rd</sup> 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 ~£16,000 from compositions and continue to earn more!

### **Allot-mental Health**

- 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](#)