

# JOEL BALMER C.V.

Javascript   React.js/MERN   Node.js   HTML   CSS   Git

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After studying embedded systems/software programming as part of my degree I trained to become a Mobile Software Developer. After a period in technical support, supporting a frontend SaaS product, I missed developing, so I began working on JavaScript web apps (frontend and full stack) in my spare time. 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.

## EXPERIENCE

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

- Debug problems the customer encounters using the web application
- Liaise with the product team to expedite issue handling
- Ensure support documentation (articles, videos and blogs) are updated
- Manage proactive client outreach, including maintaining the mailing list
- Built a chrome extension to help manage client accounts and several Excel formulas to automate frustrating work, saving ~30 minutes of work per month

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

- Handled large volumes of technical enquiries by phone and email
- Debugged clients source code/Javascript integrations and 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)**

- Collaborated on Android/universal iOS applications using Agile methods
- Languages included Objective-C, Java, XML, typical frameworks were CoreGraphics, CoreData, AVFoundation
- Gained design skills by working on the frontend, designing wireframes, using Photoshop for creating assets
- Point of contact for, and responsible for implementing, feedback from Universal Music for [The Who's 'Tommy'](#) application
- Provided developer support to the subcontractor for [ZeeZee's Infusion Guide](#)

# PORTFOLIO

**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 ~£10,000 from compositions and continue to earn more!

### **“Bikepacking” 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