


Jonathan Williams

Junior Developer

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Professional Profile

A passion for coding lead to a recently completed year-long online Full Stack Software Development Diploma with Code Institute with the aim of pursuing a full-time career in software development. This course involved building four progressively technical websites using the newly learnt techniques and skills. Highly motivated and professional with a background in hospitality, retail and other sectors. Enthusiastic, motivated by challenges, experienced in problem solving, working across teams, delivering exceptional customer experience and using a logical approach to resolve issues.

Core Competencies

Personal Skills

- Clear Communication
- Conflict Resolution
- Situational Awareness
- Emotional Resilience





Professional Expertise

- Software Lifecycle
- Stakeholder Engagement
- Requirements Analysis
- Project Delivery

Technical Skills

- Version Control (Git)
- GitHub
- HTML
- CSS
- Bootstrap
- JavaScript and jQuery
- Python - Flask / Django
- MongoDB

Software Development Credentials

	Learn JavaScript Course Codecademy	2020
	Git Complete Certification Udemy	2020
	Digital Skills: User Experience Certification FutureLearn	2020
	Software Development Diploma - Secondary Honours Code Institute	2019 - 2020

Career Summary

	Admin	2019 - 2020
	West Coast Railways - DP Publicity, UK	



SUMMARY

- Worked as part of a small busy team, responsible for processing bookings for international luxury train trips
- Used own initiative to solve daily challenges and carefully prioritise incoming emails and calls based on urgency
- Identified ways to improve admin processes and recommended process efficiency opportunities to management
- Quality assured work done by other colleagues to maintain excellent standards in administration functions

	Customer Service Assistant	2018 - 2019
	Barman, Cove Hotel, Australia	

SUMMARY

- Worked in a team of 25, within a busy restaurant and sports bar
- Covered different shifts and supported last minute covers, in order to support the business during busy periods
- Consulted customers on menu options, tailored to their dietary preferences
- Maintained high standards in hygiene, health and safety and customer service

	Tickets Agent, Housekeeper and Central Reservations Phone Agent	2016 - 2018
	Seasonal Work in Canada with Silverstar Mountain and College Backpackers Hostel	

SUMMARY

- Handle large volumes of enquiries and processed individual and group bookings
- Provided solutions to complaints and served as a key focal point for clients
- Worked independently within a small team, in order to provide an exceptional customer service experience
- Demonstrated flexibility by adapting promptly to internal ways of working and processes

Career Summary (Continued)



Probation Service Officer

2015 - 2016



West Yorkshire Probation Community Rehabilitation Company

SUMMARY

- Facilitated both one to one and group interviews to gather key information for case progression
- Carried out independent risk analysis and prepared strategic risk management plans
- Coordinated home visits to visit clients, to provide face to face support
- Acted as a key focal point for clients and responded to probation related queries



Admin

2014 - 2015



West Yorkshire Probation Community Rehabilitation Company

SUMMARY

- Liaised with legal courts to coordinate country wide appointments and case transfers
- Initiated complex breach proceedings and setup breach reports with attention to detail
- Provided comprehensive administrative support to stakeholders
- Managed internal deadlines and kept up to speed with key legal guidelines



Various - Store Assistant and Waiter

2012 - 2014



Hollister (Retail) and Hogs American Restaurant (Hospitality)

SUMMARY

- Maintained excellent standards in customer service
- Consulted customers to offer them help and recommended products and services to suit their needs
- Provided solutions to complaints, collaborated with internal teams and kept up to speed with company offerings

Academic Credentials



BSc in Sociology and Criminology - 2:1 Award

2009 - 2012



Northumbria University



GCSEs including English and Maths & A-Levels in English, History and Religious Studies

2002 - 2009



Queen Elizabeth Grammar School

Volunteering Work

- | | | | |
|---|--------|---|------|
| • Volunteer | 2013 - | • Volunteer | 2013 |
| Community Awareness Programme Volunteer | 2014 | Oxfam - Humanitarian Charity, Newcastle | |

Highlighted Personal Achievements

- | | |
|--|---|
| • Self-Funded a Trip to Climb Mountain Kilimanjaro
Travelled as part of a tour group | • Lived and worked in Canada and Australia
Travelled in Vietnam, Singapore and New Zealand |
| • Completed Full Stack Developer Course during Lockdown
Also completed in parallel with employment duties | |

Additional Information

Interests



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|----------------|---------------|
| • Reading | • Travel |
| • Hiking | • Board Games |
| • Snowboarding | • Films |

References



- Available upon request