JOSH BOOKER

Contact Information:

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www.linkedin.com/in/josh-booker

https://portfolio-josh-vert.vercel.app/

14/3 Brunswick Road
Edinburgh,
EH7 5NQ

Skills:

- Javascript
- Typescript
- Java
- React
- Python
- CSS
- HTML
- Node
- PostgreSQL

I am a Junior Software Developer looking for a workplace in which I can contribute and grow. Continuously challenging myself and evolving my technical skills and knowledge is something I am relentlessly passionate about, and I am looking to join a team who share this drive. I have collaborated on extensive projects as part of a team, as well as produced high-caliber work of my own. My varied background has also given me excellent skills such as communication, teaching and mentoring, and presenting.

EXPERIENCE

Professional Software Developer Course

CodeClan   August 2023 - October 2023

Key Achievements:

- Built an interactive location-based walking ghost tour app with React Native, React Native maps, Spring Boot, Leaflet and Java.

https://github.com/JoshNBooker/spook_city_app

- Collaborated on building a React based browser game, with a full stack of React, Express and MongoDB.

https://github.com/Blair4932/GitBash

- Built a solo Flask app, utilising Python, Jinja, Postico, HTML and CSS.

https://github.com/JoshNBooker/Sakura_Spa_booking_app

Client Service Advisor

Vegware Ltd. - Edinburgh, UK   November 2021 - July 2023

- Resolved a huge variety of customer queries, utilising a range of systems and processes.

- Provided introductory training to new staff as well as advanced training to existing staff on new technologies.

- Tested and improved AI based order processing systems, workflow management systems and order related databases.

- Represented Vegware to high-level stakeholders and clients as their account manager within the order processing team.

- Led a project to improve processes, website interactions, and automated correspondence from a customer experience perspective.

Client Service Advisor

Lloyds Banking Group - Edinburgh, UK June 2020-November 2021

- Provided support to highly valued stakeholders.

- Provided coaching to less experience team members.

- Identified improvements to new and existing processes, procedures, and systems.

- Was the key member of staff for resolving difficult and ongoing client queries.

Teacher - English as a Second Language

Mackenzie School of English - Edinburgh, UK   January 2019 - April 2020

- Taught English to students in one-to-one and large group settings.

- Supported students and worked with them to set goals and come up with personal development plans.

- Evaluated student progress and wrote reports on their course development.

- Worked with other teachers and staff to ensure course delivery and student experience was always to the highest quality.

- Created innovative lessons that were added to the school's permanent rotation of lesson plans.

Teacher – English as a Second Language

Universidad Del Istmo — Oaxaca, Mexico   April 2018 - November 2018
- Taught English to university students (pre-intermediate to advanced levels).

- Provided one-to-one support to all students and met with them individually to set goals and assess progress.

- Developed the course syllabus, content, activities, and examinations.

- Provided specialist English support to professors, translated documents, assisted in the publication of academic papers by editing and proofreading texts to an extremely high standard.

EDUCATION

PDA Software Development SCQF levels 7, 8 and 9

CodeClan   August 2023 - November 2023

Certificate in Teaching English to Speakers of Other Languages

Trinity College London   November 2017 - December 2017

MA Creative Writing (Pass with Honours)

Nottingham Trent University   September 2016 - December 2016

BA Film and Television / Communication and Society Joint Hons (2.1)

Nottingham Trent University   September 2013 - September2012

VOLUNTEERING

Co-founder and Community Event Organiser

- Chuun — Edinburgh, Scotland   October 2021 - Present

- Build partnerships and develop relationships with local charitable organisations, venues, groups, musicians, and artists in Edinburgh.

- Organise events and work with members of the community to promote community action and support local causes.

- Editor of Chuun's zine

LANGUAGES

- English (native); Spanish (intermediate)

REFERENCES

References are available upon request.