

Matthew Harvey

Software Developer



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Summary

Aspiring Software Developer with previous customer service experience in a large operation with a 30+ person agent team. Relevant volunteering experience in a development environment optimising and solving issues with live systems.

Technical Skills

Core Languages

- JavaScript
- Python
- Java
- PHP
- C#
- C

Frameworks

- Node.js
- ASP.NET
- jQuery
- Bootstrap
- Flask / Django
- AJAX

Other

- Version Control - Git
- AWS
- SQL
- HTML / CSS
- Agile
- Adobe/Microsoft Suite

Core soft skills include teamwork/collaborative, communication, motivation, decision-making, problem-solving, adaptability, detail-orientated, creativity, troubleshooting, customer service, organisation.

Projects

Spoura (Ecommerce Shop) - JavaScript, HTML, CSS (Bootstrap) { [Github](#) } { [Website](#) }

A sample site that acts as an online store for clothing and other similar items.

Job Finder - Python (Tkinter), SQL { [Github](#) } { [Video](#) }

This software provides recommendations for a new job and looks at listing sites for ideal jobs, specific to the user.

Chess - JavaScript, HTML, CSS { [Github](#) } { [Website](#) }

A website that lets users play 2 players, Vs Computer, watch bots play chess and even complete some famous puzzles.

Parallax Diner - JavaScript, HTML, CSS (Bootstrap), jQuery, Python (Flask), PHP { [Github](#) } { [Website](#) }

This site is developed as a sample for a Restaurant Business to market its menu.

Employment History

Customer Service Advisor - Test & Trace

Serco (Remote + Contract)

May - September 2020

Conducted outbound calls to a person in contact with another individual that has received a positive coronavirus test advising them to self-isolate, as part of the NHS COVID-19 contact tracing programme.

- Communicated with the public, 100% of contacted cases successfully isolated without any concerns unaddressed.
- Solved any queries during a call while following escalations, 89% response rate within call, preventing callbacks.
- Updated records accurately and efficiently with an overall 0% reported errors from allocated calls.
- Maintained an average adherence of above 98% with a target of 90%.

Volunteer

Leicestershire County Council

June 2019

Worked alongside employees on various types of software to assist in the development and optimisation of existing systems.

- Implemented new and altered existing, JavaScript validations/testing scripts that saved multiple hours in production.
- Extensively tested mock environment, found 2 errors and suggested solutions when entering boundary data.
- Amended current data held in the database that had produced 5 errors using MySQL.
- Assisted with incoming service issues and recorded appropriate outcomes at an overall successful completion rate.

Education

BSc in Computer Science, De Montfort University

Current - 2nd Year

A-levels - Computer Science A, Maths C, Chemistry B

AS-levels - Extended Project A

GCSEs - Maths 8, Computer Science 8, English 7/7, Science 7/7/7, History 7, Spanish 5, Further Maths B

Related Work

StudyWith { [Live](#) }

Created content for a small project sponsored by Lenovo and Sennheiser to provide online learning for students of all ages.