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	Frameworks	Other
• JavaScript	• Node.js	• Version Control - Git
• Python	• ASP.NET	• AWS
• Java	• jQuery	• SQL
• PHP	• Bootstrap	• HTML / CSS
• C#	• Flask / Django	• Agile
• C	• AJAX	• 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)* { 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.