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 brief volunteering experience in a development environment optimizing and solving issues with live systems.

Core soft-skills include team-work/collaboration, communication, motivation, decision-making, problem-solving, adaptable, detail-orientated, creative, troubleshooting, customer service, organisation.

Technical Skills

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

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

Other
- Git
- AWS
- SQL
- HTML / CSS
- Agile
- Adobe Suite

Projects

Job Finder - *Python (Tkinter), SQL*   { Github } { Video }
This software provides recommendations for a new job and looks at listing sites for ideal jobs, specific for 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.

Spoura (Ecommerce Shop) - *JavaScript, HTML, CSS (Bootstrap)*   { Github } { Website }
A sample site that acts as an online store for clothing and other similar items.

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 and ordering online.

Education

BSc in Computer Science, University of Pending   2024
A-levels - Computer Science (A), Maths (B), Chemistry (C)
AS-levels - Extended Project ("Alan Turing", B)
GCSEs - Maths (8), Computer Science (8), English (7/7), Science (7/7/7), History (7), Spanish (5), Further Maths (B)

Employment History

Customer Service Advisor - Test & Trace
Serco (Remote + Contract)   May 2020 - August 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 obeying escalations, 89% response rate within call, preventing callbacks.
- Updated records accurately and efficiently with overall 0% reported errors from over 100 total calls.
- Maintained an average adherence of above 98% with a target of 95%.

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 30 hours in production.
- Extensively tested mock environment, found 2 "major" errors and suggested solutions when entering boundary data.
- Amended current data held in the database that produced 5 "minor" errors using MySQL.
- Assisted with incoming service issues and recorded appropriate outcomes at a 94% successful completion rate.

Related Work

StudyWith { Live }
Creating content for a project sponsored by Lenovo and Sennheiser to provide online learning for students of all ages.