Matthew Harvey

Software Developer – Studying Computer Science BSc at De Montfort University

Leicester, UK

07936059463

matthewtlharvey@gmail.com

https://github.com/Matthew-Harvey

https://www.linkedin.com/in/m-harvey

https://matthew-harvey.github.io

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 etc.

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 call-backs.
- Updated records accurately and efficiently with an overall of 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   September 2020 - Current

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*