



Jacob Murray

PROFESSIONAL SUMMARY

An ambitious, enthusiastic and capable individual that is skilled in communication, teamwork and problem solving. Currently extending skillset by completing a software engineering course in web development.

EDUCATION

Web Development Course – The App Brewery (Udemy)

March 2024 – Present

- Left job to focus on learning software development
- Consolidating knowledge of subject areas learnt on the previous course
- Will have learnt new topics such as Git, Github and version control, RESTful API's and PostgreSQL.

Level 4 Software Engineering – iungo Solutions

October 2023 – March 2024

- Completing modules on JavaScript, HTML, CSS, React & Node.js, Agile Project Management, UI/UX, SQL, configuring a React App with Azure SQL database, Software Testing and QA
- Gaining experience programming at an intermediate level

Business Management (Bsc) – Cardiff University

October 2017 – June 2021

Classification – 2:1 with honours

- Developed knowledge of business strategy, accounting, digital technology, marketing, human resources, operations management and economics
- Gained in-depth understanding of methods for stakeholder engagement and satisfaction, risk management and maximising realisation of strategic objectives
- Cultivated self-management abilities and the propensity for personal development

Business (Triple BTEC) – Richard Huish College

September 2014 – June 2017

Grades – Distinction*, Distinction*, Distinction* (3 x A* UCAS equivalent)

GCSE's - Courtfields School

September 2008 – June 2014

9 GCSE's, graded A – C, including B in Maths, English and Science

EMPLOYMENT HISTORY

Alide Hire Services: Delivery Driver July 2022 – Feb 2023, August 2023 – March 2024

- Conducted comprehensive vehicle safety checks and maintained delivery schedules
- Delivered construction equipment to both residential and commercial building sites
- Maintaining excellent communication with the office and customers, resolving any issues promptly
- Returned to this job when relocated back to Bristol

Ostomed Health Ltd: Delivery Driver**March 2023 – August 2023**

- Delivered medical supplies to commercial and residential addresses, ensuring timely and accurate service
- Provided exceptional customer service for patients
- Completed daily vehicle checks and conduct light maintenance to ensure safe driving
- Liaised with the office and customers, informing both of any changes in information or discrepancies

IFF Research: Telephone Researcher**September 2022 – February 2023**

- Conducted surveys over the phone, contacting recent graduates to gather valuable information that inform prospective undergraduates' choices
- Demonstrated excellent customer service while adhering to ethical survey guidelines
- Represented IFF and universities professionally, maintaining a polite and friendly manner
- Built confidence through extensive phone-based interactions

SR2: Recruitment Consultant**April 2022 – July 2022**

- Utilised outreach methods to proactively seek new candidates and clients
- Built and maintained professional relationships with candidates, both over the phone and through LinkedIn
- Demonstrated proficiency in managing customer information and workloads using CRM systems

NHS: Test Unit Operative**August 2021 – April 2022**

- Ensured adherence to strict safety procedures set by the UK Health Security Agency
- Improved operational efficiency through effective communication with customers undergoing PCR tests
- Demonstrated patience and empathy with service users

Private property owner: General Labourer**July 2018 – September 2018**

- Small scale project management
- Assessed and planned building works
- Allocated costs, bought materials, adjusted plans and work, and kept the client up to date with progress

McDonalds: Crew Member**November 2014 – August 2017**

- Managed job well whilst studying at 6th Form College
- Effectively operated in all areas of the restaurant
- Demonstrated excellent customer service and trained new members of staff on all aspects of the role

Awards

- Recommended for a Police bravery award for safely apprehending an intruder mid-burglary
- Rear of the year 2014 – Court Fields School

Interests

- Skiing, cycling, running, concerts/gigs

References available upon request.