**Peter Ian Armstrong**

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**Personal Profile:**

A highly motivated individual with a thirst to become an experienced and knowledgeable web developer software engineer and has shown an understanding of customer needs. Hardworking, motivated and reliable web developer who has experience working individually and as part of a team. Consistently meets targets across the board. Undertakes training to enhance performance and has the ability to self-monitor and keep up to date with ever changing coding languages. Enjoys new challenges including staff training and taking on management duties when required. Good attention to detail and displays a competitive attitude. Has a full driving license.

**Key Skills:**

* Able to learn new coding languages without prior experience.
* Willing to take on additional responsibility
* Able to work under pressure
* Excellent communication and customer care skills

**Current Activity:**

As part of CodeYourFuture, I worked as a developer on a full stack web

application. Our team (1 Product Manager and 3 Devs) used Agile working

methods during this project and managed to successfully deliver the finished

product. I am passionate about coding. I treated this project as if it were a full

time job and spent 8 hours a day working on it.

I am now looking for my next development opportunity, it can be a back-end

or full stack developer position. Open to any offer.

**Work History:**

**July 2015 - April 2020**

**Personal Assistant. Private Contract**

* Taking my client to and from hospital and GP appointments
* Full support with personal care including bathing, hair washing/brushing, cutting nails, dressing and undressing,
* Helping client with online shopping and organizing collection and drop offs of parcels
* Planning and supporting client with outdoor visits, including contacting travel companies for ramp access and assistance
* Health and Safety and Lifting and Handling certificates and experience, including using specialist equipment.
* Being empathetic and understanding my clients disability and being up to date with current legislation and any degenerative aspects of the disability

**Oct 2004 – Aug 2014 BT Glasgow Operator Services Advisor**

* Taking inbound operator, faults and emergency calls from the public.
* Chargeship duties, responsible for centre in evenings when management not on duty
* Acting manager during holiday absence with responsibility for day to day running of teams
* Undertaking in-house training and completed NVQ Level 2 in Customer Service
* Meeting targets for talk time

**Sept 2002 – Oct 2004 BT Glasgow Inbound Sales Advisor**

* Making outbound calls and taking inbound calls from existing and potential customers
* Selling a portfolio of telecommunication products and keeping up to date with product knowledge
* Consistently achieved Key Performance Indicator targets including sales, compliance and zero complaints targets
* Won a number of prizes for exceeding targets for various campaigns
* Acting manager with responsibility for managing and promoting incentives to the team and monitoring team performance
* Undertook a variety of training on sales techniques, meeting targets, overcoming objections and product training.

**July 2001 – Feb 2002 Fullerton Computer Industries Assembly Operator**

* Assembling a range of top level PCs and laptops
* Trained in the various stages of assembly through to final testing of both PCs and laptops
* Became one of the fastest and most accurate workers in my area of work.
* Responsible for the training of new employees to the appropriate standard of work

**Oct 1999 – July 2001 Compaq, Ayr Assembly Operator**

* Responsible for the complete assembly of desktop computers.
* Trained across every stage of production from making up assembly kits, software download onto completed machines, testing, packing and customer simulation.
* Won various awards for outstanding work including recognition of the quality and quantity of my work and excellent attendance record.
* Training of new employees to the appropriate standard of work

**Interests**

Running, mountain biking, socializing and listening to music.

**References**

Available on request.