

Sam Baldwin

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PROFILE

A tech-passionate graduate with a 2:1 honours degree in Computing, looking to further my skills in a hands-on role in web development. I have a demonstrated ability to learn new skills quickly in a collaborative environment and work effectively with many different teams using my strong communication skills. I continue to improve these skills by attending hackathons and tech meetups while working on personal frontend and backend projects.

TECHNICAL SKILLS

JavaScript | TypeScript | Angular | React | Next.js | Node.js | Jest | SQL | PostgreSQL | Ruby

EXPERIENCE

School of Code Boot Camper, *School of Code*

03/2023 – 07/2023

Completed a 16-week intensive skills bootcamp, swiftly learning the fundamentals of both frontend and backend development through self-directed learning.

- Collaborated in weekly hackathons by applying my excellent problem-solving and interpersonal skills with different teams of people maintained using GitHub.
- Programming Skills: HTML5/CSS, JavaScript, Node.js, TypeScript, React, SQL the basics of the software development lifecycle.
- Developed lasting connections with a wide group of fellow bootcampers.

PROJECTS

Snowball Fight Club - SoC x Fusion Hackathon, *GitHub Link*

The application aimed to connect users with local snowball fights using geolocation, promoting community engagement and festive fun.

- TypeScript, React, Node.js, HTML, CSS
- Won TravelPerk's best hack out of the 6 team submissions.
- Implemented the sidebar and map marker interactivity within the team and application concept.
- Demonstrated problem-solving skills by producing a solution to the hackathon brief.
- The hack was documented on DevPost and was presented to boot campers and judges at the end of the day.

Memory Companion, *GitHub Link*

Collaborated on a five-week agile group project aimed at those with memory-related issues.

- JavaScript, React, Node.js, HTML, CSS, PostgreSQL, Express, RESTful API, Vercel
- Users can store and update medication, family member flashcards and add to a diary as a memory aid.
- Developed the frontend logic and the responsive design of the application for mobile and desktop.
- Contributed to REST API endpoints and database structure using Express
- Implemented the application's responsive and mobile-friendly design.

Currency Converter, *GitHub Link*

A currency converter learning project that processes JSON file data.

- Ruby, RSpec, Bundler
- Developed using a test-driven development methodology with RSpec, implementing a CI/CD pipeline for continuous integration and automated testing to ensure code quality and reliability.
- Designed to convert using currency triangulation from a limited data set.

EDUCATION

2:1 - BSc (Hons) Computing, *Bournemouth University*

09/2015 – 06/2019

- Produced an instant messaging and task management Android application using feedback and data gathered from requirements provided by stakeholders.

PROFESSIONAL EXPERIENCE

Customer Service Advisor, *The Entertainer*

11/2022 – 03/2023

- Handled on average 150+ online customer queries via Zendesk daily by email or live chat over the busy Christmas period.
- Actively listened to customer concerns in order to provide excellent customer service, receiving 100% customer satisfaction personally on the company's Trustpilot page.
- Displayed excellent time management skills by resolving customer queries on average within 3 minutes on live chat.

Click & Collect Customer Assistant, *Tesco Amersham Superstore*

03/2015 – 09/2016

- Commended for resolving customer problems with clear and calm communication both face-to-face and over the telephone, received an award for my service.
- Consistently exceeded performance expectations by effectively managing increasing customer volumes, achieving a doubling in customer throughput from 10 per hour to a peak capacity of 22.
- Demonstrated leadership and communication skills by training all new staff members, effectively conveying job responsibilities and promoting team cohesion.
- Showed excellent time-management skills by learning this new role and studying for my degree at the same time.

REFERENCES

References Available Upon Request