

# Shane Munro

Newcastle

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## PROFILE

Enthusiastic and motivated final-year Computer Science student, proficient with modern web technologies like JavaScript, React, and Tailwind CSS, all complemented by a strong foundation in Python. With practical experience applying Agile practices in university projects, I am now eager to secure a graduate Software Engineer role where I can contribute to a collaborative team and continue my professional development.

## EDUCATION & QUALIFICATIONS

- Northumbria University - Bachelor's degree Computer Science - Graduation Expected July 2026: Provided a strong foundation in core computer science principles, with a focus on software engineering and web development. I applied this knowledge in numerous projects, developing proficiency in Python, JavaScript (React), HTML, and Agile methodologies within a team environment.
- University of Sunderland - Foundation Year Computer Science - Built a solid foundation of Computer Science principles
- Resources NE LTD - Level 3 Diploma Systems and Principles - 2018
- Resources NE LTD - Level 3 Diploma ICT Professional Competence - 2018

## KEY SKILLS

- Problem-solving, Communication and collaboration, Attention to detail, Python, Javascript, React, HTML, CSS, Object Oriented Programming, Git and Version Control, Tailwind CSS, Agile, Node.JS

## WORK EXPERIENCE

### Customer Experience Specialist | DFDS - May 2022 to Present.

- Resolving complex customer queries via phone, email and live chat for bookings, schedules and services.
- Investigated and resolved customer issues and complaints, ensuring high levels of satisfaction.
- Communicated service updates and technical information clearly and patiently to non technical customer base.
- Collaborated with operations teams to coordinate special travel assistance for customers with accessibility requirements, and resolve logistical challenges.
- Managed and processed customer accounts and bookings using in house booking CRM software.

## INTERESTS

Actively developing my problem solving skills with coding challenges on Leetcode, and reinforcing fundamentals on freeCodeCamp.

Recreational sport, currently partaking in Intramural Football at University, demonstrating strong teamwork and communication.

Training for the Great North Run, running to raise funds and awareness for Diabetes UK.

## REFERENCES

Joanne Parker | Customer Interaction Manager - DFDS