Marcus Douglas

Software Developer/ Tester

Passionate computer science graduate experienced in C#, Javascript and Python. Looking for a role where I can grow and learn from experienced team members and expand my knowledge and skill set.

📍 Belfast

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WORK EXPERIENCE

Teleperformance, Newry — *Customer Service Advisor*

November 2020 - April 2022

- Assisted callers with queries and adapted to ever changing guidelines.
- Demonstrated professionalism and communication skills by defusing situations with frustrated callers.
- Produced daily documentation regarding calls and any potential customer issues that couldn't be resolved.

Dream World Bedding Ltd, Warrenpoint — Factory Worker

May 2018 - August 2018

- Worked as part of a large team to produce goods and meet deadlines.
- Performed stock intake and planned the storage of new stock.
- Demonstrated communication skills by interacting with customers to take orders and deal with returns/complaints.

EDUCATION

University of Hull, England — BSc Computer Science (2:1)

September 2017 - June 2020

Dissertation: Emulation of the Enigma machine using networked communication.
Key Modules: Programming 1 & 2, Advanced Programming, Quantitative Methods for Computing, Networking, System Analysis, Design and Process, Database Techniques, Data Mining and Decision Systems, Computer Vision.

Newry Southern Regional College, Newry — Level 3 BTec

September 2013 - June 2017

Achieved a DDM, Cambridge Technical Diploma in ICT.

St. Mark's High school, Warrenpoint — *GCSE*

September 2008 - June 2013

Achieved 9 GCSEs graded A–C, including Math, English, Sciences and ICT.

SKILLS

- Problem Solving
- Teamworking
- Effective Communication
- Ability and willingness to learn
- C#
- C++
- Python
- HTML/CSS

PROJECTS

Enigma Machine Emulator – C#
A program that emulates the Enigma machine and allows for a client to send an encrypted message over a networked connection.
Main skills used: Time management, Planning and Problem Solving.

Sport Center Application – C#, XML
A program that allows users to log in and depending on their class they can book out certain rooms in a sports center, interact with announcements and trainers as well as allowing trainers to make announcements and interact with their clients.
Main skills used: Inheritance, Unit Testing, UML.

Personal Website – HTML,CSS, JS
My own personal website detailing some information about myself as well as my interests, skills and projects.
Main skills used: Wireframing, Design.

Discord Bot – Javascript
A discord bot that plays music and web scrapes data to give a player's ranked data for league of legends.
Main skills used: Problem Solving.