

# Marcus Douglas

## Software Developer


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.

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 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 issues.
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### 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.
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## 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.

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### Video Game Randomizer - React,JS

A program that allows users to randomize their loadout for Escape From Tarkov. The program lets the user randomize a wide range of equipment for your character as well as randomizing the map and time of day to provide more of a challenge.

**Main skills used:** Inheritance, Unit Testing, UML.

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### 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.

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**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 and Studying Documentation.

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## SKILLS

- Problem Solving
  - Teamworking
  - Effective Communication
  - Ability and willingness to learn
  - C#
  - JavaScript
  - Python
  - HTML/CSS
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## 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, Web Development, Networking, System Analysis, Design and Process, Database Techniques, Data Mining and Decision Systems, Computer Vision.

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### Newry Southern Regional College, Newry — Level 3 BTec

September 2013 - June 2017

Achieved a DDM, Cambridge Technical Diploma in ICT.

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

September 2008 - June 2013

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

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