Marcus Douglas

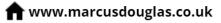
Software Developer

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

P Belfast

07490168750





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.

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.

Video Game Randomizer - React, JS

A program that allows users to randomizer their loadout for Escape From Tarkov. The program randomizes all equipment you commonly bring into a match as well as the map and time of day.

Main skills used: Problem solving and algorithmic thinking.

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 and Studying Documentation.

SKILLS

- Problem SolvingC#
- Teamworking
 Effective
 Python
- EffectiveCommunicationHTML/CSS
- Ability and willingness to learn

EDUCATION

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

September 2017 - June 2020

<u>Dissertation:</u> 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.

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.