

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.
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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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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

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

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.
