


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

 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.

Sport Center Application - C#,XML

A program that allows users to log in and depending on their permissions they can book certain room in a sports center, interact with announcements and allows trainers to make announcements and interact with their clients and bookings.

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 and Studying Documentation

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.

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.
