

Scott Paul Hay

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DoB: 18/5/91

Nationality: British

Objective

I graduated with a degree in Human Resources Management minoring in Law from Limkokwing University of Technology and Innovation and am currently finishing a course to be a full stack web developer. I am looking to secure a position to further develop my skills and knowledge in a practical and fast-paced environment, while implementing my skills to my position.

Experience

Customer Advisor & Associate Data Engineer | Sky Entertainment | Livingston, Scotland

From 12/2015 – Currently

I am currently employed by Sky as a Customer Advisor.

During my role I have had opportunities in other departments including Data warehousing as an Associate Data Engineer, working on creating patches for migrating data to a data warehouse.

I worked in the Sky Mobile Support team to help provide the necessary support/ information to both Tier 1 and Tier 2 advisers in Sky mobile

Skills gained as a Data Engineer:

System management | Software management | Web Development | Problem Solving | Database | Data Analysis | Data Engineer | Data Science | Hadoop | Big Data | Apache | Spark | SQL | python | JavaScript

Skills gained as an Advisor:

Broadband/TV/Mobile technical | Billing trained | Customer facing skills (telephone/live chat/social

media/ASM) | Escalated complaint handling | Website administration | Web development.

Freelance graphic designer | Taurus Arts | Tamarin, Mauritius

From 02/2015 – 10/2015

I ran a freelance graphic design business, using social media, personalised website and word of mouth to advertise myself/skills. I would supplying photo touch ups & video editing while also designing logo/flyer/banners and website design for small businesses and personal use.

Skills gained:

Accounting | self-management | communication skills | advertising | time management
Graphic software; Adobe Photoshop | after effect | flash | adobe illustrator

IT Repairs| Sri petaling, Malaysia

From 03/2011 – 10/2014

A local IT repair business performing IT system diagnostics and hardware replacements, I also worked on management to properly allocate our costs and wages.

Skills gained:

Software un/installation | Software management | Data retrieval | Computer hardware & Electronics

Sales clerk | Creative Home |Curepipe, Mauritius

From 01 / 2007 - 11 / 2008

Working Part time at a DIY jewellery/accessories shop, roles included inventory check, assisting in customer service as well as sales and working behind the register.

Skills Gained:

Customer service | problem solving | compliant management | communication skills | Transactions/sales | numeracy skills

Education

Code institute

Course in full stack Web Development | Current
HTML5 | CSS3 | JavaScript | Python | GitHub | Data Management | Agile Development | Frameworks

Limkokwing University of Creative Technology, Malaysia

Degree in Human Resource Management | 15/12/2014
Major: Human Resources

Charles Telfair Institute, Mauritius

Diploma of Business Human Resources | 25/10/2010
Major: Human Resources

Le Bocage International School, Mauritius
IGCSE | November 2007

Languages

English Fluent
French Spoken only