

# Timothy McLennan

## Frontend Web Developer

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**Sydney**  
0422286800  
[timmymclennan@gmail.com](mailto:timmymclennan@gmail.com)

**Linkedin:**  
<https://www.linkedin.com/in/tim-mclennan-0563341aa/>

**Github:**  
<https://github.com/Tim-Mclennan>

**Portfolio:**  
<https://tim-mclennan.github.io/My-Portfolio/#>

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## Experience

### Frontend Web Developer

#### *Freelance*

Jan 2022 - Present, Sydney

- Provided website solutions for local businesses.
- I gathered requirements from my clients, analysed those requirements into a draft, developed a website using various tools (HTML, CSS, JS, Typescript, React, GraphQL, Wordpress etc.). I then presented drafts to business owners who often weren't technical and then revised based on the feedback.
- Used Git as version control to keep track of projects and collaborate with other developers.
- Wrote highly maintainable, readable, clean code for clients to help them understand solutions.
- Designed Web apps with modern UX/UI design principles. Mobile first design philosophy that included media queries.
- Learnt important DOM rendering techniques, especially in React. Used asynchronous functions in conjunction with Fetch/Axios to retrieve and display API data. Once the data was fetched, I could then implement a hook such as useContext or useEffect to render the data to the page.
- Consistent communication with peers regarding updates of websites and continuous improvement. Was often involved in the agile process, as complex projects needed many features implemented.
- Used SCSS/SASS preprocessors to make styling for complex projects easier to read and maintain. Created mixins and modules to make styling more consistent.
- To ensure main requirements of the product are met before deployment, conducted multiple unit tests and used React Testing Library.

- Worked under minimal supervision majority of the time.

## **Founder & Marketing Manager**

*Mercury Digital*

Jan 2020 - Dec 2020, Sydney

- Self employed, entrepreneurial project
- Provided website and marketing solutions for local businesses
- Achieved high customer engagement
- B2B Cold calling & cold emailing
- Facebook and Instagram advertising
- Managed a small team

## **Financial Assistance Specialist**

*Commonwealth Bank of Australia*

Jun 2020 - Dec 2020, Sydney

- First point of contact for customers experiencing hardship (Inbound & Outbound phone support)
- Providing strong empathy and problem solving skills to support customers in achieving their financial goals
- Strong customer service skills & dealing with customer's sensitive financial issues
- Professional customer management (De-escalation and resolution)
- IT, PC troubleshooting and Microsoft Office skills

## **Student Support Team Leader**

*Open Colleges*

Apr 2019 - Apr 2020, Sydney

- Managed a high volume inbound call center (250+ calls a day)
- Supervised & coached a team of 10-15 student support officers
- First point of contact for customers country-wide (Inbound & Outbound phone support)
- Salesforce Administration (Service and Sales Cloud including Genesys Integrations)
- High pressure environment
- Conducting 1 on 1 performance evaluations/monthly KPI reports
- Handling sensitive customer issues
- Strong empathy and customer service skills

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## Skills

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- Excellent written & verbal communication
  - HTML, CSS, JavaScript, TypeScript
  - JS frameworks - React, NextJS, GraphQL
  - React Testing Library/Unit Testing
  - CSS Preprocessors; SCSS and Tailwind.
  - Organisational and time management skills
  - Self taught, constantly learning
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## Education

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### Salesforce Administration/Developer Certification

#### *Trailhead*

Sep 2022 - Present, Ultimo

Studying to achieve certification to tailor and customise Salesforce solutions to different business challenges. Knowledge of CMS systems including Wordpress and Joomla.

### Bachelor of Science in IT

#### *University of Technology Sydney*

Jan 2020 - Dec 2022, Ultimo

A thorough education in all aspects of computing and information systems. I have a deep knowledge of IT and CRM solutions within a business.

### Cisco Packet Tracer

#### *Cisco Networking Academy*

July 2021 - Nov 2021

Powerful network security simulation and visualisation tool. Completed as part of my UTS accreditation.