

Web Developer

Dynamic and versatile web-developer with rich experience in front-end and back-end development processes and technical proficiency in a wide-variety of tools. Analytical thinker who excels at evaluating issues and implementing effective technical solutions in line with client and business requirements. Practiced collaborator adept at working with internal and external stakeholders to achieve shared goals. Detail-oriented professional skilled at leveraging multiple programming languages and frameworks to build user-friendly and responsive web applications. Quick learner who easily adapts to changing circumstances and duties and thrives on readily grasping new information and technologies.

Career Experience

Junior Developer, Trilogy

Mar 2022- Oct 2022

Detail-oriented and creative professional with rich experience in front-end and back-end development processes. Overseeing complete software development process from conception to deployment. Collaborate with development teams and product managers to provide software solutions. Expert in devising and implementing innovative technical solutions in line with client and business requirements. Capable of leveraging multiple programming languages/frameworks to build user-friendly and responsive web applications. Ability to uncover and resolve performance and scalability issues across several environments. Collaborative communicator, skilled at cultivating professional relationships at all levels. An avid learner, quickly grasping new information and technologies.

Main Duties and Responsibilities:

- worked on multiple phases of a software projects
- Used version control systems experience of using git, GitHub and/or Azure DevOps
- Managing e-commerce shop
- Front end web development
- Back-end development
- Database management/development
- React, JavaScript, HTML, CSS skills
- SQL skills (MySQL,

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First Line Support, Web Help**Jan 2020 – Feb 2022**

Deliver technical advice, support, and practical assistance to system users through the IT service desk telephone system and remote support software tools. Carefully log and track all issues and follow up with users to ensure satisfaction with results. Analyse problems and find quick and effective solutions to resolve issues. Prioritize time-sensitive issues to resolve items that need immediate care. Manage a high-volume of projects at once on competing deadlines. Collaborate with other staff to coordinate all support issues.

Main Duties and Responsibilities:

- To provide high quality 1st line technical support to all users connected to the IT environment using diagnostic tools and fault-finding techniques to identify root causes. This may be by telephone, email or remote support.
- Troubleshoot service issues and resolve upon first contact where ever possible “first time fix”
- Accurately record and document all details of the service issue or service request into the service Management tool, including categorization and priority.
- Perform password resets on a variety of applications as described in the service catalogue.
- Provide “how to” assistance on internally supported devices, applications and systems as described in the Service Catalogue.
- Escalate issues to appropriate second or third line support in accordance with Service Level Agreements.
- Respond to end-user enquiries regarding the status of service issues and service requests and follow up / progress when appropriate
- Build relationships with second and third line support teams and third party suppliers to ensure that IT delivered services and end-user productivity goals are understood and met or exceeded.
- Be responsible for managing own workflow through the department using the IT Service Management tool, ensuring incidents are resolved within the agreed performance criteria. This will include working in line with the departmental producers for the prioritization, escalation and resolution of logged tickets.

Customer Service Advisor, British Gas**March 2018 –Jan 2020**

Answered and directed inbound calls to manage prepayment service for clients. Covered a wide range of duties from booking engineer jobs, troubleshooting meters, and resolving top up queries from customers. Consistently delivered exemplary customer service to drive repeat business.

Main Duties and Responsibilities:

- Contribute to deliver objectives and be flexible to agreed business targets (including lead generation, cash collection, Direct Debit penetration OAM registrations, customer satisfaction, complaints and compliance)
- Effectively diagnose, investigate and resolve customer complaints to ensure delivery of an efficient and effective service to the customer; work with specialist teams to ensure they are handled and resolved in a timely manner
- Identify and understand customer needs to provide a consistently high-quality service and effectively cross-sell British Gas products and services to enhance the customer experience and increase their retention
- Investigate, resolve and process customer enquiries to deliver customer value at first point of contact

Education

University of Birmingham, Birmingham, BIR, 2022

Certificate of Higher Education: Full Stack Developer

James Watts College,

Level 3 Diploma Rail Way And Infrastructure

St. Albans Academy,

Collected 6 GCES including Math's & English

Technical Proficiencies

**JavaScript · React.js · HTML · Cascading Style Sheets (CSS) · jQuery · Node.js · Express.js · MSQl ·
Sequelize.js · MongoDB · GraphQL · Bootstrap ·**