

# REECE STEPTOE

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## SKILLS SUMMARY

Problem-Solving, Project Management, Collaboration & Cooperation, Customer Service Excellence, Subject Expertise, Game Development, Assessment & Feedback, Communication, Professionalism & Punctuality

## EXPERIENCE

### Quality Assurance Technician

Free Radical Design | January 2021 – May 2021

- Demonstrated strong cross-team communication skills through collaborating with the character model development team to design and implement a customised Python-based tool, thus improving workflow efficiency whilst tailored to the team's specific technical and usability requirements.
- Developed a strong understanding of data security practices whilst supporting the Free Radical's IT department, therefore gaining exposure to safeguarding game server and build server environments through network isolation techniques and secure data handling guidelines.
- Actively contributed to interdepartmental projects, showcasing adaptability and a proactive approach to solving problems beyond traditional QA responsibilities.

### Charity Volunteering

The Lighthouse | July 2024 – January 2025

- Volunteered to gain practical experience in a customer-facing environment, supporting daily shop operations including stock management, customer assistance, and front-of-house maintenance.
- Developed strong customer service skills by assisting shoppers, handling purchases at the till, and providing a friendly, approachable experience to all visitors.
- Gained valuable teamwork experience by collaborating with fellow volunteers to sort, assess, and prepare donated goods for sale, ensuring items met quality standards and were ready for display.
- Demonstrated responsibility and initiative in maintaining a clean, organized storefront and stock area, contributing to an efficient and welcoming retail environment.
- Transitioned from this role to pursue opportunities in the IT/software sector, applying skills gained to technical, collaborative settings.

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## **EDUCATION**

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2021 – 2023: West Notts College, Nottinghamshire (BTEC)

- Advanced National Diploma in Information Technology, Graded: Merit Pass
- Expertise developed in areas including: Website Development, Java Development, Information Systems, Game Design, etc.

2016 – 2021: National C of E Academy, Nottinghamshire (GCSEs)

- Eight GCSEs graded 4-6, including Mathematics, English Language and Literature and Combined Sciences.

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## **EXPERTISE**

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- 5 years of experience in self-taught programming (Python, Javascript, .NET) + 2 Year Computer Science College course
- Developed additional understandings of the operation of Neural Networks, specifically Large Language Models, exposing myself to develop a demo LLM Transformer model.
- Remote Technical Support.
- Developed an Ability to provide technical support to others over Video/Screen sharing services.