

Bradley Johnson

Customer service professional with 8 years of experience, seeking a career transition to the IT sector.

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[LinkedIn](#)

[Portfolio](#)

EXPERIENCE

Convene, London — *Facilities Assistant*

JANUARY 2022 - PRESENT

Provide excellent customer service and prepare for events. Ensuring constant refreshing of rooms and coordinating room set-up with extreme attention to detail. Responding to the unique needs of delegates during events, dealing with issues as they arise swiftly and in a professional manner.

Zustech, Remote — *Back-End Developer*

JUNE 2021 - DECEMBER 2021

Developed Web API endpoints for an eLearning platform, using C# and ASP.NET Core. Followed Agile principles and engaged in pair programming sessions.

Claire's Accessories, Greater London — *Sales Assistant*

FEBRUARY 2019 - MAY 2021

Delivered exceptional customer service, using empathy to anticipate customer needs and de-escalate situations, whilst utilizing sales training to meet targets. Leading to an increase in reported positive customer interactions, boosting ear piercings sales by 10% in a month and increasing monthly sales in premium products.

EDUCATION

Robert Clack School Of Science

SEPTEMBER 2008 - JULY 2015

PROJECTS

[Watchr](#) — *Web App*

React.js web application for users to get information on their favorite TV shows. Utilizing a third party Web API to fetch TV show data.

SKILLS

Windows, Linux, MacOS

BASH, Command Prompt

C#, JavaScript

HTML, CSS

CERTIFICATES

Google IT Support
Professional

REFERENCES

Available upon request