

Jordan Butler

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Profile

I am a full stack developer based near York who recently took the decision to change my life and learn a new skill. I made the decision after years of chasing opportunities to advance my creative nature and my love for self growth.

Experience

Full Stack Developer Course, IT Career Switch – 2021

- Completed a full stack developer course provided by the above mentioned company in conjunction with Codecademy
- Several highly intensive and thorough modules on several languages including: HTML, CSS, JavaScript, Java, PHP, Python, SQL & C#
- Successfully completed 'Microsoft MTA 98-383: Introduction to Programming' exam

Insurance Expert, Hiscox – 2017- Present

- Expected to service existing customers, manage their accounts and ensure all business is kept within service level agreement
- Expected to reach a core Call to Sale figure through a series of inbound sales calls in addition to maximise GWP
- Last year performance of call to sale of 14% against target of 12% and GWP at circa £112k against target of £80k
- Broke the Direct Home record that stood for several years for largest GWP in a single transaction at £8.5k previously held at £6k
- 'Hiscox Mentor' to several new additions, all of which have performed well within their own areas
- Consistently looked upon to help nurture new joiners, as well as spend time with key stakeholders
- Presented with 'Hiscox Hero' award for best 'Living the Values' in the office

Sales Advisor, EE (Everything Everywhere) – 2015-2017

- Tasked with opening, running and closing the store in absence of management
- Training new members of staff and contributing in main administrative tasks necessary for the upkeep of the store
- Nominated as the Google representative for launch of their debut phone, the Pixel
- Shadowed both the Superuser (Processes Trainer) and the Induction Trainer for my region, and acted as their number two
- Consistently on the top of region lists for various volume based and value based KPI's
- Top store Company wide (700 stores) for EE TV- Top advisor within store for EE TV resulting in the nationwide BT Broadband roll out

Education	<p>Northumbria University, Newcastle – 2013-2014</p> <p>MSc Sport and Exercise Psychology</p> <p>University of Reading – 2010–2013</p> <p>BSc Psychology</p> <p>Bayside Comprehensive School, Gibraltar– 2004-2010</p> <p>A Levels- A* (English Literature), B (Sociology), C (Psychology), 2010</p> <p>GCSE- 9 GCSE's ranging from A*-C including English and Mathematics, 2008</p>
Professional Qualifications	<p>Duke of Edinburgh Bronze & Silver Award – 2006-2008</p> <p>IRF Level 1 Coaching Certificate- 2008</p> <p>RFU Level 1 Coaching Certificate- 2008</p> <p>CII Level 3 Certificate in Insurance- 2020</p> <p>Microsoft MTA 98-383 Certificate- 2021</p>