Carl Hamilton

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Full Driving License with a car, Github https://github.com/carlhamilton

Personal Summary

Junior developer who is proactive and organised with good communication skills and business knowledge gained by working within a range of industries. I am dedicated, loyal and hard working. I am passionate for solving problems and can work well within teams or on my own initiative.

Currently spending 4-6 hours per day learning various aspects of programming, focusing on .NET ASP with C# and using this to build both Web and desktop programs using Visual Studio and Visual Studio Code. Also learning about TDD and the agile process to greatly increase the quality and the timescale for building my applications.

Skills & Projects

I have experience with a large range of software packages both third party and by Microsoft.
In my most recent roles, I have experience administering changes through Active Directory and handling file permissions through Group Management and Group Policy. I am also experienced with Apple hardware and the use of the terminal for both Mac and Linux commands including GIT usage and Node.js.

I am currently building projects which can be found on my Github including:
- HDD Activity LED – I use this in a Virtual Machine to verify the machine hasn't frozen
- a simple coffee shop website. – Built following a course to test my skills
- Calculator – this was completed as part of a coding challenge
- Spy Assignment Tracker – Built for a bit of fun during a coding challenge, uses logic and ASP.NET.
- Papa Bob's Pizza – Built following Channel9 C# knowledge, uses webform controls and logic available to ASP.NET

My latest project is currently to build my own portfolio website with the use of ASP.NET, while working on this my goal is to also have a blog to both learn and help others on my journey.

Over the last two years aside from my job skills and experience I was working freelance repairing servers and troubleshooting networks as well as troubleshooting configuration and also migration from on premise Exchange to hosted Exchange or Office 365 platform.

This involved project management as I was required to plan a project from beginning to implementation, this gave me experience preparing reports and liaising with multiple different companies.

My previous experience has shown to be focused on hardware and service desk roles but this has changed due to my passion for programming and wanting to learn multiple languages and frameworks, also spending a lot of time on Channel9.msdn.com learning about all aspects of C# and how JavaScript, jQuery and both HTML and CSS can be manipulated with it to make feature rich websites and applications.

Education & Qualifications: 2016 – Present Programming courses such as:
HTML5, CSS, JavaScript, jQuery, C# & .Net, Angular, Node.js, Ajax, PHP.

Through PluralSight, YouTube, Stackoverflow & FreecodeCamp.

Formally studied both CCNA and MCSE but my passion for programming returned.

2003 – 2005 Leeds Tech College: Access to course IT / City and Guilds C++ Level II.

1999 – 2001 Suffolk College / York College: GNVQ Advanced Information Technology.

1994 – 1999 Carr Manor High School: 9 GCSE's Including Math's and English.

Work History:
January 2015 – August 2017

British Gas

Duties and responsibilities:

- Providing customer services resolving billing queries and identifying vulnerability and assisting where possible to make their experience better

- Dealing with vulnerable customers and assisting in the applying for WHD and also any other ways in which British Gas can help

- Providing excellent service and generating new business through lead generation and use of BNA

- Managing customer complaints and identifying dissatisfaction to negate the need for escalation

- Looking for ways to reduce consumption for customer and offer better ways to make payments

Reason for leaving Instability and looking for a more challenging role.

September 2013 – January 2015

Cygnatech Managed Services Limited - Owner

Duties and responsibilities:

- Generating new business and offering remote and onsite management of key I.T systems

- Building networks and configuring software both Windows and third-party installations

- Incident resolution and liaising with suppliers and third parties to manage customer expectations

- Developing custom software for streamlining the boot process of core systems

September 2013 – August 2014

InTechnology/Redcentric Service Desk

Duties and Responsibilities:

- Incident logging via E-mail/Telephone or Internet
- Assist in ensuring the desk meets and exceeds our telephony & e-mail service targets
- Providing technical assistance to resolve all possible queries at first line
- Queue management to ensure incidents are handled efficiently while providing a professional image of the company

   Reason for leaving: Not sufficient use of skills

June 2010 – August 2013

Fujitsu Home Office Service Desk

Duties and Responsibilities:

- Incident logging
- Troubleshooting
- End to end to incident management
- Assist in ensuring the desk meets and exceeds our telephony service targets
- Providing technical assistance to resolve all possible queries at first line
- **Reason for leaving:**   Relocated

January 2008 – January 2010

Ventura – Sky contract

Duties and Responsibilities:

• Answering inbound calls from customers dealing with queries and enquires about Sky products and accounts

• Meeting and exceeding all targets weekly

• Technical support regarding Sky TV and Broadband

Reason for leaving: Career and salary progression

November 2006 – November 2007

The NHS Information Centre

Duties and Responsibilities:

• Being the first point of contact for customers, dealing with enquires over the telephone, email or fax requests.

• Researched, investigated and resolved enquires, through the Information Centre infrastructure, websites and knowledge.

• Maintained relationships with customers and second line support teams and effectively contributed to building the Contact Centre relationship with the NHS.

• Maintained publication records and managed relationships to provide support to the Contact Centre team.

Reason for leaving: Contract ended

Interests/Hobbies:

I am passionate about coding, I learn new Frameworks and languages to become a better programmer. I always had a passion for code but my original IT direction was taking me to a more IT repair area but my passion for problem solving brought me back to code. 110% is given to projects or learning experiences I take on which can make me an asset to any company offering me a chance to grow.

Using sites such as PluralSight, FreecodeCamp, Code Academy, Stackoverflow, YouTube tutorials, msdn.com, channel9.msdn.com and also, I have bought around 20 programming books that I am reading to gain knowledge and to learn about algorithms to be a better programmer. Books including:

• Clean Code by Robert C Martin

• C# in a nutshell by O'Reilly

• Algorithms in a nutshell by O'Reilly

My aim is to use knowledge through the books and Internet resources to become a great developer to contribute and excel within any company that I have the pleasure of working with.

I have a 15-month-old daughter that I love taking out in the car and going for walks in the park or just showing her nature in the natural element and she loves the experience for the first time.

Lately I have also developed a love for photography both for nature surroundings and pictures with my daughter.

References are available on request.