Charles Harvey Palmer

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Portfolio: <https://charles-palmer.co.uk>

*Professional Profile*

Date of Birth: 7th January 2000 (21)

Nationality: British

“Motivated young professional with an exemplary and targeted academic record, alongside a passion to progress and build lasting and meaningful skillsets.”

Having achieved excellent grades at GCSE level, along with compounding success throughout my time studying my Extended Diploma and Degree (Hons), I am keen to progress with my development and pursue a career as a Front-End Developer. Supporting my achievements, I also hold several years’ experience in customer facing roles, for both SME’s and leading retail organisations. Focusing on building customer relations in both personal and enterprise centred scenarios. With key, real-world experience in merchandising, marketing, sales, and data handling, alongside a diverse and substantial portfolio.

Core Skills

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| * Skilled in HTML, CSS, SASS, JavaScript, Bootstrap, Ruby and Angular. | * Experienced with Agile Project Management (SCRUM). |
| * Experience with the MEAN stack. | * Knowledgeable of Trello/Office 365 Planners. |
| * MongoDB (Atlas) & PhpMyAdmin Knowhow. | * Sales/Customer Relations Skillset. |
| * Understanding of GitHub Repository. | * Copy Typing Speed 75 WPM. |

*Education*

Pilton Community College – 2011 – 2016

Computing – A English Language – B English Literature – B Mathematics Applications – B

Mathematics Methods – B Chemistry – B Biology – B Physics – B Religious Education – B

History – B German – C

PETROC College – September 2016 to June 2018

Pearson BTEC Level 3 90-Credit Diploma in IT (QCF) – Double Grade “D\* D\* (Double Distinction Star)”

Pearson BTEC Level 3 Extended Diploma in IT (QCF) – Triple Grade “D\* D\* D\* (Triple Distinction Star)”

University of Plymouth – September 2018 to June 2021

Foundation Degree in Science (FdSc) Computing – Distinction (80.03%)

BSc (Hons) in Computing and Software Development – First-Class Honours (Predicted)

*Work Experience*

Joules LTD | Lead Sales, Keyholder – September 2017 to September 2020

*Outline –* Acting as the first point of contact for all customers who enter the store. Ensuring that the store is merchandised and clean, dealing with customer queries and complaints, managing telephone lines and ecommerce purchases. Often operating alone or as a small team, with a consistent data throughput (70%+ Conversion) and a UPT of 2.0 or higher.

Key Responsibilities –

* Handling restocking and phone orders, processing distributions, archiving C+C orders and organising home deliveries.
* Overseeing customer queries and complaints, dealing with faulty or exchange returns, refund policies and consulting with the IT and Sales departments to remedy any issues that arise.
* Training new sales advisors on our POS systems and policies, leading on shadowing programs and introducing new hires to the Joules way of working.
* Following data collection policies to consistently provide opportunity marketing to over 70%+ of my customers, creating connections to our physical/online mailing lists, and reliably converting sales with a UPT of 2.0 or higher.
* Creating personal connections with repeat customers. Learning their tendencies and building a good rapport, establishing a comfortable and enjoyable experience during their visits.

Broomhill Art Hotel/Sculpture Gardens | Kitchen Auxiliary/Bartender – September 2014 to September 2017

*Outline –* Welcoming Hotel & Restaurant guests to the establishment, seating them and ensuring a consistent and pleasant experience throughout their visit. Working alongside the Kitchen and Waiting team to manufacture ambience considered appropriate for the status of the building and its clientele.

Key Responsibilities –

* Responsible for keeping the back areas, kitchen, bar and restaurant area clean/tidy. Keeping the bar and workspace presentable and always well stocked.
* Building excellent rapport with repeat customers, forming lasting relationships that secure future interactions with these individuals.
* Having good product knowledge, being able to recommend items based on conversations with customers, along with an appreciation of pairing beverages with restaurant options.

Beran Instruments/Helitune | Engineering Assistant – Summer Volunteer 2014-2015

*Outline –* Collaborating with current employees and gaining valuable experience with workplace operations and processes. Practise with bespoke applications and languages used to create their software, and observation of Agile Project Management methodologies used throughout their project lifecycles.

*(References available upon request.)*

Hobbies and Roles of Responsibility

*Beavers* 2007 – 2008, *Cubs* 2008 – 2011, *Scouts* 2011 – 2014, *Explorers* 2014 – 2015

*Young Leaders* 2014 – 2016 (Helping manage and organize activities in the 12th North Devon Beaver group.)

*KS4 Nominee for the Computing Departmental Award* – 2014-2015.

Participation in PETROC Ambitions (Computing) – March 2016.

Participation in PETROC Computing Enterprise Week – March 2017.