**Idris Silva**

**Location: Luton, UK**

**Telephone: 07429334458**

**Email:** [idrissilva@hotmail.com](mailto:idrissilva@hotmail.com)

**LinkedIn:** [linkedin.com/in/idris-silva-66443b152](https://www.linkedin.com/in/idris-silva-66443b152)

**GitHub:** [github.com/idrisimo](https://github.com/idrisimo)

**Portfolio:**[**idrissilva.com**](https://www.idrissilva.com/)

Professional profile

An intermediate programmer with passion for continuous learning and a keen interest in developing a career as a software developer. As someone looking to move into a more specialised industry, I have been developing skills in Python for 1 year +, using a number of different sources to self-study. Currently I have built 4 portfolio projects, as well as a number of personal projects, during which I developed some proficiency with JavaScript and HTML. 4 years’ experience in the social housing industry have equipped me with the appropriate tools to fulfil tasks requiring initiative and efficiency, effective communication, and co-operative collaboration with fellow team members. I am looking for a role that will allow me to develop my skills further in a professional setting, while also utilising current skill base.

Skills

* Python 3
  + Django Framework
* JavaScript
* HTML
* PostgreSQL
* AWS DynamoDB, and S3 Bucket

Career summary

**December 2020 – Present Barnet Homes**

**Responsive repairs Planner**

*Outline*

Barnet Homes is an organisation under Barnet council that deals with the maintenance of Barnet's council housing.

*Key responsibilities*

* Scheduling and diagnosing repairs issues.
* Ensuring repairs are completed in the allotted time.
* Answering email queries from the contact centre as well as clients.
* Assisting repair operatives with the queries they may have about the job they are on.
* Ensuring that KPI targets are met and maintained.

*Key achievements/projects*

* Currently in the planning stages of a weather warning system to alert the planners and contact centre of severe weather conditions, in the hopes that it will allow the respective teams to be better prepared with planning repair works.

**June 2019 – July 2020 Gilmartin’s**

**Operations controller**

*Outline*

Gilmartin’s is a repairs company, servicing repairs for Housing association and council properties throughout London.

*Key responsibilities*

* Scheduling and diagnosing repairs issues.
* Managing teams of engineers to ensure that repairs were completed within budget and on time.
* Problem solving with engineers, ensuring the most effective solution was used.
* Ensuring that engineer lateness and absence was monitored, and the correct company procedures were followed for these situations.
* Liaising with clients to find solutions to queries and issues they may have had.
* Quoting works based on descriptions given by clients, as well as reviewing costs and value of repairs after completion, to ensure fair payment.
* Keeping up to date with the companies chosen scheduling software, OneServe.

*Key achievements/projects*

* Negotiated a drainage deal with a client that landed us £2,000 in gross profit.
* Implemented a system to improve efficiency, by having an engineer attend to blocks of flats we had the most calls from once a week to resolve minor repairs, allowing more space and time for larger multiday repairs to be booked in and planned for.

**July 2016 – May 2019 Mears Group OOH Repairs**

**Supervisor**

*Outline*

Mears group is a housing repair and care company that deals with councils throughout the UK.

*Key responsibilities*

* Maintain a detailed understanding of the company and client specific software packages, such as Orchard, Northgate, DRS.
* Assisting team leaders in the day to day running of shifts.
* Deliver training to new staff.
* Designing and maintaining Excel spreadsheets, automating tasks that had to be done manually before.
* Diagnose housing repair issues using appropriate questioning to paint a full picture of the situation, then responding appropriately.
* Responding to customer complaints by finding the best possible solution to that individual situation.
* Giving fellow members of staff critical feedback with an emphasis on being non-confrontational and instead encouraging them to learn from their experience.

**November 2013 – May 2016 Assorted agency employment, London**

**Shift worker**

*Outline*

These positions encompassed a wide range of roles which required the highest level of professionalism and teamwork.

These roles included:

* Team leader for VIP corporate hospitality functions for major events such as the 2015 Rugby world cup, Royal ascot 2012-2015, as well as a variety of private functions.
* Retail assistant at locations including Wembley and Emirates Stadium.
* Receptionist and customer services operator at Alexandra Palace and the London Brewery.

Education and qualifications

* **University of Hertfordshire - 01/2012 - 01/2016**

Undergraduate degree - Business/ Psychology (Hon)

* **Central Bedfordshire College - 01/2010 - 01/2012**

BTech Extended Diploma in Business Studies

* **Varndean College - 01/2009 - 01/2010**

Spanish NVQ Level 1

* **Falmer High School - 01/2004 - 01/2009**

References available on request