

Jack Dench

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[GitHub](#)

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Summary

With a diverse background spanning retail, hospitality, leadership, management, and training, I bring a rich tapestry of transferable skills to the world of software development. My career pivot is driven by a passion for coding and a commitment to problem-solving. Adept at fostering teamwork, adapting to dynamic environments, and leveraging my leadership abilities, I am excited to apply my multifaceted experiences to innovate and excel in the software development industry.

Projects

Project name (with hyperlink to Github)	Description	Tech stack
Makers BnB	A collaborative team project to design and create a replica of Airbnb particularly focusing on user authentication and basic functionality.	Python, Flask, PostgreSQL, Jinja2, Pytest
Stack Overflow Data Analysis	An analysis of publicly available Stack Overflow user data based on Google's HEART UX metrics.	Python, Pandas, Matplotlib, Seaborn, PostgreSQL, Jupyter Notebooks, IPYWidgets
Data Engineering Final Project	Designing an API to populate a pre-built dashboard with data pulled from constantly updating databases	Apache Airflow, AWS EC2 & RDS, Flask

Experience

Data Engineering - Makers Academy bootcamp - 10/2023 - 01/2024

- Familiarity with foundational data analysis techniques
- Core data engineering concepts such as analytical databases, ETL, batch processing, data warehousing, stream processing.
- Knowledge of constructing efficient and effective SQL queries to local and remote databases through a variety of mediums including cloud hosting and API's
- Use of AWS services including S3, Glue, Athena, Lambdas, RDS, EC2
- Use of common data handling technologies including Python, Pandas, Matplotlib, Seaborn, Jupyter, PostgreSQL, pyscopg, Apache Airflow and Apache Spark.

Software Development Foundations - Makers Academy bootcamp - 09/2023 - 10/2023

- Familiarity with fundamental software development practices including object oriented programming, pair programming, test-driven development, and agile methodologies and ceremonies.
- Full-stack development technologies including HTML, CSS, Python, Flask, Jinja2, PostgreSQL, pyscopg, Docker and Pytest.
- Other core development practices such as version control (git), debugging, CI-CD, containerisation and cloud deployment

Banff Lodging Company, Banff, Canada - 10/2021 - 08/2023

A multi-million dollar hotel company located in Banff, one of Canada's busiest tourist locations. Comprising 13 separate properties with a total of over 1,500 rooms between them.

Reservations Supervisor - 04/2022 - 08/2023

- Led, trained, recruited and performance managed a team of 12 Reservations Agents focusing on improving operational efficiency and customer satisfaction
- Responsible for supervising all inbound reservations traffic including phones, website, and third party e.g. Expedia, Booking.com etc.
- Single handedly devised and implemented a quality assurance program for the business including establishing and training a brand new QA department and facilitating interdepartmental approaches to QA

- Reporting and communicating at all levels throughout the business; from providing guidance and feedback to front desk teams to reporting on department progress and sales trends to CEO and VP's of the company.

Front Desk Supervisor - Hidden Ridge Resort - 10/2021 - 04/2022

- Supervised front desk team at a 106 cabin resort hotel complex
- Initial point of contact for all guest complaints, issues, compensations or unusual circumstances that required an authorised decision maker
- Responsible for training and onboarding all new staff including SOP's and best practice for check in, check out, cash/payment handling, guest experience management and emergency procedures.

Front Desk Agent - Decore Hotels, Jasper, Canada - 09/2020 - 10/2021

- Responsible for checking guests in and out and handling guest requests and complaints with a focus on ensuring the best possible guest experience.
- Responsibilities also including cash/payment handling, financial and end-of-day reporting, fielding telephone enquiries and communicating with third party booking companies

Instructor and Course Manager / Cadet Training Centre Frimley Park, Army Cadet Force, British Army - 09/2016 - 08/2020

Training delivery and design at leading, nationwide, military sponsored youth organisation's national training centre. Course manager for the Adult Leadership and Management course (ALM) in addition to instructional duties on other courses.

Lead Recruitment Consultant - Pulse Staffing- 11/2014 - 09/2016

Recruitment and headhunting, private medical sector. Single-handedly spearheaded business growth into a previously unexploited market sector.

Line Manager, Checkouts - Tesco - 08/2012 - 11/2014

Supermarket retail management. Full accountability for management of 80 cashiers and 6 supervisors as well as all KPI's, budgets, scheduling and training relating to the department.

Volunteer Experience

Army Cadet Force - Member for over 20 years. I achieved multiple promotions and held various roles within the organisation. Most recently held role included responsibility for the safe and effective planning of year-round training over a wide geographic area including several keystone annual events, in addition to the leadership, management and mentorship of a team of 45 volunteer instructors within that same geographic area. Attended a wide variety of training events and courses in leadership, management, problem solving, planning etc.

Education

CertHE Physics with Lasers and Photonics - University of Hull, UK

A-Level - St Mark's Sixth Form, Harlow, Essex, UK

AS: Physics, Math's, Media Studies. A2: Physics, Math's, Media Studies, Chemistry, Critical Thinking

GCSE - St Mark's Comprehensive, Harlow, Essex, UK

Math's, Chemistry, Physics, Biology, English Language, English literature, Geography, German, Religious Education

Other qualifications

Initial Officer Training, Royal Military Academy Sandhurst

Attended a four-day residential leadership and management training program at the home of British Army officer training. Included in the course was a wide variety of classroom-based learning, live action exercises and group tasks designed to provide and develop the skills needed to lead a team of volunteers and young people in one of the country's largest youth organisations.

Institute of Leadership and Management

(ILM) Level 4 award

City and Guilds

Level 4 Education and Training

Interests

- Snow sports - Skiing in particular. Holds multiple skiing qualifications including instructor level.
- All manner of board games and tabletop games

- Fantasy and sci-fi novels especially Terry Pratchett and Douglas Adams.