

Joshua Fieldhouse

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GitHub: <https://github.com/josh-fie>

Netlify: <https://app.netlify.com/teams/josh-fie/>

| Professional Summary |

Experienced in private and public customer service/administration roles with more than five years experience. I am currently seeking an exciting career change into web and software development. Over recent months I have completed online courses on the Front-end to bolster my existing knowledge. I have constructed app and web projects using both vanilla Javascript and React while making use of Git version control and GitHub and the NPM package manager to implement popular packages. These projects are viewable and deployed on Netlify and brief descriptions of each project are below. I am currently seeking an entry-level position in the field to further showcase my skills and build and expand upon them with a view to learning back-end and database languages including PHP and SQL among others in future.

| Key Skills |

Javascript React.js HTML CSS REST API's and Fetch API	Git GitHub version control Netlify project deployment NPM Microsoft Office Suite
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| Projects Overview |

Errand App (<https://errandapp.netlify.app>)

- The Errand App provides a place whereby a user can add/remove/prioritise errands and be given a visual map presentation of errand locations. The Geolocation API is used to identify the user's location to center the map and Leaflet.js is used to handle clicks on the map to identify coordinates for destinations and add markers onto the map. This project was developed with the React.js framework and incorporates React hooks, react router plugin and functional components.

Microsoft.com Homepage Clone (<https://microsoftclone.netlify.app>)

- This project showcases a design clone of a snapshot of the Microsoft Homepage from 2022 combined with a snapshot of the homepage from April 2023 with very slight tweaks made to accommodate responsiveness across all sizes from small mobile devices to large screens. This webpage was constructed with primarily vanilla CSS (Grid, Flexbox, animations/transitions) with vanilla Javascript for functionality. Optimised with media queries for all screen sizes.

IceT Vanilla Javascript App (<https://icet-site.netlify.app>)

- This application provides an ordering interface for placing an ice-cream and tea order, favouriting your orders to localStorage, and receiving an order number upon placement. This app was built using vanilla Javascript, HTML and CSS without frameworks. Optimised with media queries for all screen sizes.

| **Employment History** |

Senior Administrator (Supervisor) Traffic Process, Lincolnshire Police
Lincoln, UK June 2021 - Feb 2023

- Supervising staff and workflow of the Traffic Department helping to train staff and troubleshoot departmental issues.
- Implementing new projects and process changes to the department.
- Meeting personal and departmental KPI's for management
- Communicating written and oral information to the public as well as stakeholders and the Court.

Traffic Process Admin Assistant, G4S (on behalf of Lincolnshire Police)
Lincoln, UK Jan 2020 - June 2021

- Handling, processing and managing incoming and outgoing correspondence in relation to traffic offences. Including emails, letters and telephone contact from the public.
- Checking offences against legal deadlines/rules and requirements for meeting data protection.
- Working flexibly within a number of roles within the department, operating within a team environment and communicating updates and changes to others in the team.

Children's Services Advisor, Serco (on behalf of Lincolnshire County Council)
Lincoln, UK Nov 2017 - May 2019

- Worked within a tight-knit team to coordinate incoming and outgoing calls, emails and other types of correspondence coming into the team.
- Communicated directly with GP's, healthcare professionals, Police in relation to urgent and non-urgent safety of children or requesting support through children's services

Connections Advisor- British Telecom (BT) (Manpower) Lincoln, UK Feb 2017 – July 2017

- Inbound call agent in Model Office Connections Team with some offline outbound calling
- Dealt directly with outside suppliers including Openreach, Royal Mail, Parcel Force, Total Support Group, Qube in provision of BT services to residential properties
- Resolved complaints and discussed how to proceed with issues with the customer

| **Academic History** |

Maastricht University. Maastricht, Netherlands September 2013 – June 2016

- 2:1 BA Degree in European Studies

<p>Technical Modules Undertaken:</p> <ul style="list-style-type: none">• EU Law I: Institutional Law of the EU• EU Law II: Substantive Law of the EU<ul style="list-style-type: none">• Micro/Macro Economics• International Economics	<ul style="list-style-type: none">• Quantitative Data Analysis I: Descriptive and Inferential Statistics• Qualitative Research Skills I: Case Study Research and Process Tracing• Qualitative Research Skills IIb: Advanced document analysis
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North Port High School North Port, Florida, United States August 2008 - June 2012