

# Joshua Fieldhouse

Email: [josh.fieldhouse@yahoo.com](mailto:josh.fieldhouse@yahoo.com)

Web: <https://joshfieldhouse.netlify.app>

GitHub: <https://github.com/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 to fulfil a long-term interest of mine to which I can also bring my skills for meeting targets/KPI's, working within large teams and communicating efficiently and effectively both written and verbally. Over the last year I have completed online courses on the front-end alongside the back-end to bolster my existing knowledge. I have constructed apps and web projects using Javascript, React, php and mySQL while making use of Git version control and web APIS. These projects are deployed and viewable alongside my code on Github. I am continuing to pursue further SEO and Laravel learning and am open and flexible to learning any number of tech stacks in the field.

## | Key Skills |

Javascript React.js HTML CSS Php mySQL Completed: The Complete JavaScript Course 2023: From Zero to Expert! On udey	Git GitHub version control REST API's and Fetch API NPM MVC structure Web Accessibility Adobe Certified Associate Adobe Photoshop CS3
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## | Projects |

Field Bank (<https://fieldbwebsite.000webhostapp.com/>)

- Username: default\_user  
Password: 1234
- Username: second\_user  
Password: 5678

Personal Website (<https://joshfieldhouse.netlify.app>)

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

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

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

## | **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"><li>• EU Law I: Institutional Law of the EU</li><li>• EU Law II: Substantive Law of the EU<ul style="list-style-type: none"><li>• Micro/Macro Economics</li><li>• International Economics</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Quantitative Data Analysis I: Descriptive and Inferential Statistics</li><li>• Qualitative Research Skills I: Case Study Research and Process Tracing</li><li>• Qualitative Research Skills IIb: Advanced document analysis</li></ul>
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