

Kim Muncey

Junior Software Developer

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After more than 10 years honing my communication skills through customer service roles, I'm thrilled to look for opportunities to exercise these people skills in the tech industry. I upskilled through a software development bootcamp and I have discovered that I thrive in a dynamic team-working environment through collaboration and logical problem solving. In addition to being people centric, my focus is on producing high quality work and utilising feedback for improvement. My ideal role would be one that engages other people and supports them in their capacity for learning

Professional Development

Software Engineering student – NorthCoders
Apr 2024 – Jul 2024
13 week intensive NorthCoders bootcamp in JavaScript

- Developed foundational knowledge of JavaScript coding and became familiar with key methodologies such as TDD and pair programming
- Explored paradigms such as OOP and concepts like asynchronous programming
- Experimented with cloud-based applications, PostgreSQL, designing websites with an accessible and attractive User Experience (UX) through semantic HTML and responsive CSS

Projects

NC News

This project consisted of creating a news article API complete with database seeding

Back End: The API currently has 8 endpoints and uses at least one of every CRUD operation. It was built using TDD with supertest, express.js and PostgreSQL

Front End: The UI is designed to meet minimum accessibility requirements and uses the React framework, HTML and CSS

ekanS

ekanS is a full-stack mobile game built with GDScript in the GoDot engine, Firebase and Cloud Firestore, designed to be an inverse take on the original snake game

Education

BA Combined Hons. in French and Spanish - 2:1
University of Chester, 2012 - 2016

A Levels in English Literature, History and French
Bridlington School Sports College, 2008 - 2010

Technical Skills

Languages: JavaScript, Node.js, GDScript, Python

Test-Driven Development: Jest, Supertest

Backend: PostgreSQL, Express.js, Firebase

Frontend: HTML, CSS, React, Godot Engine

Hosting: Render, Supabase, Netlify

Other: Paired-programming, Functional Programming, Object-Oriented Programming, video editing

Transferable Skills: Adaptive problem-solving, dynamic team-working, initiative, workload management, communication

Work History

Bosch, Liverpool Dec 2023 - Apr 2024

First Line Technical Support Agent

- Provided technical customer support with heating systems in a very busy team
- Updated tickets using cloud-based CRM for maintaining Service Level Agreements (SLA), hitting performance targets

FinsaHOME and Finsa UK Ltd Dec 2022 - Dec 2023

Customer Service Administrator Assistant

- Communicated with internal and external stakeholders regarding accounts due, order deliveries and logistics
- Developed knowledge around kitchens from scratch and designed kitchen plans

Santander UK Dec 2019 - Nov 2022

Claims Support Assistant

- Ensured fraud claims were actioned fully and accurately within tight deadlines with the best outcome for the customer, bank, and stakeholders

Business Banking Consultant

- Processed new Business Banking applications. 85% of the applications I processed were successful on first contact
- Managed risk to bank and to customer, adhering to Anti-Money Laundering (AML) procedure