



Kevin Jefferson Souribio

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PROFILE

A junior full stack developer with a passion for design (UI/UX and Graphic) with 3 years' experience in the technology field and a year's working as a software engineer.

WORK EXPERIENCE

Nando's Chickenland Ltd.
Software Engineer
Sep 2019 - Present

For my first year as Software Engineer, I solely looked after ServiceNow for Nando's

Purpose:

- Participate in all technical aspects of project and solution delivery
- Act as a key member in project implementations
- Configure, customize and improve ServiceNow configurations
- Be actively engaged with customers in a technical and business setting
- Solve technical challenges across multiple complex projects at a time
- Configure and customize various aspects of ServiceNow (workflow, UI, client scripts, business rules, discovery, and so on)
- Transform business requirements into technical solutions
- Develop access integration components (SSO, LDAP)
- Create capabilities to drive Self-service and automation. (Service Portal, Orchestration)
- Prepare technical deliverables
- Collaborate within a technical team to develop leading edge platform technologies

Key Stakeholders:

- Head of IT Services
- All internal Tech support teams (Service Desk, Applications/EPOS, Infrastructure, Database and Platform Teams)
- Restaurant Operations (Central Support (Head Office) team, Restaurants Managers & Nandocas (Employees) and Third Party IT suppliers)

Technologies:

- Agile practises.
- REST API
- Configuration management
- Implementing ServiceNow Service Portal, Event Management and ServiceNow Orchestration is very desirable.
- ITIL framework
- XML, HTML, and Web Services

- CSS, Bootstrap
JavaScript, Jelly Scripting, AngularJS

Nando's Chickenland Ltd.
Applications and Database Analyst
Jan 2019 - Sep 2019

Purpose:

As an Application and Database Analyst, the areas of influence were widespread dependent on the project and to which application(s) are in need of support. Driving the success of applications by ensuring as the "go to" technical expert and have a detailed understanding of the applications and its impact on the business.

Key Stakeholders:

Key stakeholders include the development teams, external suppliers of applications, EPOS team, database team, IT support team and other functions of the organisation (subject to the application needing support)

Key Responsibilities:

Accountable for a subset of our application portfolio with a view to own, define and enhance the required maintenance and support process. Working closely with developers, BSA's (Business System Analysts) and a variety of end users to ensure technical compatibility and user satisfaction. This would include the creation of user stories and input into the functional enhancements process.

The support and implementation of some database administration tasks, the upkeep of all user manuals and application documentation, the availability of applications, and defining & execution of the recovery process for applications when incidents occur.

Technologies

- TSQL, SSIS and Stored procedures
- SSIS packages and other data transformation services
- IIS configuration and debugging
- Designing and customising reports
- .Net
- Powershell Scripting
- Node JS
- Project Management & ITIL principles an advantage
- DevOps/Agile structures

Nando's Chickenland Ltd.
Service Desk Analyst
Mar 2018- Jan 2019

Purpose:

To support all Nando's functions and restaurants by providing first line support on the IT Department Service Desk. The role provide the first line IT Support to the Nando's restaurant estate for UK and Ireland, all Central Support (Head Office) business users and all remote workers.

Key Stakeholders:

IT team, Managing Directors, Central Support (Head Office) team, Restaurants Managers & Nandocas (Employees) and Third Party IT suppliers

Key Responsibilities:

Receive incoming calls to the service desk and ensure that they are logged, resolved, routed or escalated appropriately, providing excellent customer service to our customers and provide a 'first call fix' to incoming service desk calls where appropriate

Contribute in ensuring the IT Service Desk team achieve SLA and KPI targets for Incident resolution, adhere to the Nando's IT Department policies and procedures and be aware of the legal responsibilities that govern the use of IT systems including hardware, software and communications and to support the IT Department in ensuring compliance

Actively monitor the systems and services provided by the IT Department to the wider business to ensure a proactive approach to systems support and to

promote best practice within the IT Department and constantly look to improve processes and procedures

Provide 1st line diagnostic support, Incident prioritisation, Categorisation, recording of resolution and closure information in line with Nando's Incident management processes

Nando's Baker Street

Manager

Sep 2013- Mar 2018

Crew Trainer

Jul 2012- Sep 2013

Customer Service Staff

Sep 2011- Jul 2012

Purpose:

On a span of 2 years, I worked myself up from being a team member in the Baker Street branch of Nando's to a Crew Trainer and soon as a manager. As a manager, I'm in charge of making sure that the restaurant runs smoothly. General responsibilities include running shifts through delegation and organisation. Making sure that every customer walking in through that door is welcomed and given the best service.

Key Responsibilities:

Responsibilities also include, being in charge of cash and banking. Making sure that the right procedures are followed. I've also been responsible for stock related duties.

On top of that, I've also been in charge of the restaurant's rota, making sure that every shift runs smoothly, by having the right people at the right time and within the restaurant's budget. I've also ran the crew training team for the restaurant, making sure that the trainers have the right skills and equipment to train new members of staff, as well as all the other stuff when new policies and regulations occur.

I've also been in charge of the restaurant's marketing duties. Making sure that the restaurant is ready for any occasion. From collaterals to restaurant decorations. Deals with nearby businesses, companies and universities have also been made in order to attract more customers.

EDUCATION

Birkbeck, University of London
2020-2021

Bachelor's in Computing

University of Westminster
2012-2014

Diploma in Higher Education, Computer Science

SKILLS

Front End

- Basics: *HTML5, CSS3, JavaScript (ES6)*
- Version Control: *Git, GitHub*
- Web Security: *HTTPS, CORS, Content Security Policy, OWASP Security Risks*
- Package Managers: *npm, yarn*
- CSS Architecture: *BEM*
- CSS Preprocessors: *Sass*
- Build Tools: *npm scripts, Webpack, Prettier, ESLint*
- Framework: *React.js with Redux, Angular with RxJS and NgRx, and Vue with VueX*
- Modern CSS: *Styled Components, CSS Module, Styled JSX*
- Web Components: *HTML Templates, Custom Elements, Shadow DOM*
- CSS Frameworks: *Reactstrap, Material UI, Tailwind CSS, Chakra UI, Bootstrap, Materialize CSS, Bulma*
- Testing: *Jest, react-testing-library, cypress, enzyme*
- Type Checkers: *TypeScript*
- Progressive Web Apps (APIs): *Storage, Web Sockets, Service Workers*
- Progressive Web Apps (Performance): *PRPL Pattern, RAIL Model, Performance Metrics, Lighthouse, DevTools*
- Server Side Rendering: *React.js with Next.js*
- GraphQL with Apollo and Relay Modern
- Static Site Generators: *Next.js, Gatsby.js*
- Mobile Applications: *React Native*
- Desktop Applications: *Electron*
- Web Assembly

Soft Skills

- Effective communication skills
- Teamwork
- Dependability
- Adaptability
- Conflict resolution
- Flexibility
- Leadership
- Problem-solving

Back End

- Operating Systems and General Knowledge
- Languages: *JavaScript (Node and Express), Python, Java, C#, php, Go*
- Version Control: *Git and GitHub*
- Relational Databases: *PostgreSQL, MySQL*
- NoSQL Database: *MongoDB, DynamoDB*
- APIs: *REST, JSON API, SOAP, gRPC*
- Caching: *CDN, Client Side, Server-side(Redis, Memcached)*
- Web Security: *Hashing Algorithms, HTTPS, CORS, Content Security Policy, OWASP Security Risks*
- Testing: *Integration Testing, Unit Testing, Functional Testing*
- CI/CD
- Design and Development Principles: *SOLID, KISS, YAGNI, DRY*
- Architectural Patterns: *Monolithic Apps, Microservices, SOA, CQRS and Event Sourcing, Serverless*
- Search Engines: *Elasticsearch, Solr*
- Message Brokers: *RabbitMQ, Kafka*
- Containerization and Virtualization: *Docker, GraphQL with Apollo and Relay Modern*
- Web Sockets
- Web Servers: *Nginx, Apache, Caddy, MS IIS*
- Building for Scale: *Mitigation Strategies, Horizontal/Vertical Scaling*

UI/UX

- Wireframe and Prototyping: *Adobe XD, Sketch, Figma*
- Image Editing: *Adobe Photoshop*
- Vector Graphics, Icons, 3D: *Adobe Illustrator*
- Print: *InDesign*

Dev Ops

- Languages: *Node.js, Python, Ruby, Node.js, Go, Rust, C, C++*
- OS Concepts
- Server management: *Ubuntu, CentOS, RHEL, Linus, Unix, Windows FreeBSD*
- Terminal: *tmux, screen, bash, vim, nano, powershell, emacs*
- System Performance: *nmon, iostat, sar, vmstat, stract, dtrace, systemtap, uname, df, history*
- Networking, Security and Protocols: *Emails, HTTP, HTTPS, FTP,SSL/TLS, SSH, Port Forwarding*
- Reverse Proxy, Caching server, Forward Proxy, Load Balancer, Firewall
- Web Server: *IIS, Nginx, Apache, Tomcat, Caddy, Istio, Envoy, Linkerd, Consul*
- Infrastructure as a Code
- Containers: *Docker, LXC*
- Configuration Management: *Ansible, Salt, Chef, Puppet*
- Container Orchestration: *Kubernetes, Mesos, Docker, Swarm, Nomad*
- Infrastructure Provisioning: *Terraform, CloudFormation, Pulumi*
- Infrastructure Monitoring: *Prometheus, Nagios, Grafana, Zabbix, Monit, Datadog*
- Application Monitoring: *Jaeger, New Relic, AppDynamics, Instana, Opentracing*
- Log Management: *Elastic Stack, Graylog, Splunk, Papertrail*
- Cloud Providers: *AWS, Google Cloud, Azure, Heroku, Digital Ocean, Linode, Vultr*
- Cloud Design Patterns

Branding and Visual Design

- Establish naming of product or service, if required.
- Branding and Visual Identity that engages and communicates your unique business personality
- Create the elements that define the brand – logos,

- Empathy
- Big-picture thinking
- Attitude
- Willingness to learn
- Critical thinking

- HTML, CSS, JavaScript

colour palette, typography and font choice, imagery and tone of voice.

- Brand guidelines to help keep your marketing consistent.
- Apply the branding (new or existing) in a creative, engaging and appropriate way to all of your communications - online or physical

HOBBIES

Photography
Acoustic Guitar

Reading Books and Novel Writing
Gaming

Drawing and Illustrations
Health and Fitness