

KEVIN SENCHEREY

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Professional summary

Multi-faceted Software Developer cum Application Support Engineer who is knowledgeable in HTML-5, SASS, SCSS, JavaScript, React JS, Material UI, TypeScript, SQL. A true team player offering 2 years of experience in the software industry and 6 years in application support seeking the opportunity to provide outstanding, clean code in a collaborative environment. More so, a self-motivated individual with strong analytical and technical problem-solving skills whose interest in technology has translated into hobbies of flying remote-controlled drones and helicopters as well as taking photography and video editing at leisure.

Technical Skills:

Programming Languages: **React, JavaScript, TypeScript**

Coding Languages: **HTML, CSS, SASS**

Framework: **Node JS, Express**

DevOps Technologies: **Git, GitHub, API, GitPod, Vercel**

Databases: **MongoDB, PostgreSQL, MySQL, SQL**

Incident Management Tools: **Confluence, Zendesk, JIRA, ServiceNow**

Cloud Technologies: **Azure, AWS S3 Bucket**

Other: **Figma, Tailwind, Material UI, Adobe Premiere Pro, Canva, Postman, Shopify, Problem Solving, Log Interrogation, Incident Management, UAT Testing, Bug Replication, Technical Documentation.**

Work history

Application Support Developer, 03/2021 – Now

Codehance HQ

- Online education platform providing training in software development.

Lists of a few personal projects on my portfolio which is hosted on GitHub (open source), others are available on request.

- <https://kevinsencherey.dev/>

Frontend Skills:

- HTML/CSS: Proficient in creating and styling web pages using HTML and CSS.
 - JavaScript: Strong understanding of JavaScript language, including ES6 features such as arrow functions and destructuring.
 - React: Experienced in building user interfaces using React, including creating custom components and integrating with APIs.
 - Responsive Web Design: Skilled in designing and building web pages that are optimized for various devices and screen sizes.
 - Bootstrap: Proficient in using the Bootstrap framework to quickly and easily create responsive layouts.
 - Figma: Proficient in design and prototyping using Figma.
 - Git/GitHub: Proficient in version control and collaboration using Git and GitHub.
 - Tailwind CSS: Proficient in styling and layout using the Tailwind CSS framework.
 - Material UI: Proficient in creating user interfaces using the Material UI library.
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Backend Skills:

- Node.js: Experienced in building web applications using Node.js and the Express framework.
 - REST APIs: Skilled in building REST APIs using Node.js, including creating endpoints and handling requests and responses.
 - MongoDB: Proficient in using MongoDB for database management, including creating and querying collections and documents.
 - Passport.js: Experienced in implementing authentication and authorization using Passport.js and JSON Web Tokens.
 - Serverless Functions: Skilled in creating and deploying serverless functions using platforms such as AWS Lambda.
 - PostgreSQL: Proficient in designing and implementing database solutions using PostgreSQL.
 - Microsoft Workbench: Experienced in creating and maintaining database schemas using Microsoft Workbench.
 - ER Diagrams: Skilled in creating and interpreting Entity Relationship Diagrams to model database relationships and structures.
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Application Support Analyst, 10/2022 – 03/2023

Jet2

Jet2 is UK's third largest airline.

Responsibilities include:

- Data correction, creating and updating stored procedures.
 - Interrogation of logs and gathering of data as part of resolving incidents.
 - Debugging bespoke code and websites
 - Performing root cause analysis.
 - UAT Testing
 - Prioritization and resolving incidents logged on to ServiceNow.
 - Writing SQL statements to generate reports for Finance and sales teams.
 - Writing stored procedures and configuring them to run automatically overnight to generate reports and bulk correct data as part of workarounds.
 - Provide support to customers who book flights and holidays on Jet2.com and jet2holidays.
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Senior Application Support Engineer, 07/2021 – 10/2022

LiquidLogic – Leeds

- LiquidLogic is UK's fastest growing supplier of software for Local Authority social care and education management services.

Responsibilities include.

- Responsible for 2nd and 3rd line support function as part of Application Support Team.
 - Skills and knowledge leader within Application Support Team
 - Act as deputy for Team Lead when required.
 - Investigate, analyze and problem solve Application Support incidents with SQL.
 - Liaise and problem solve with Developers and with 3rd party subcontractors.
 - Liaise with customers over issues and problems users encounter.
 - Assist team lead in co-ordination of major incidents.
 - Support Other Analysts in incident and Jira prioritization.
 - Provide link between Application Support teams and Problem Management and help monitor escalations between teams.
 - Identified system performance issues, providing swift remedial action.
 - Educate service users on new software updates and system capabilities.
 - Investigate reports of system errors to try to reproduce problems and trace faults.
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Application Support Engineer, 06/2021 – 07/2021

LiquidLogic – Leeds

- LiquidLogic is UK's fastest growing supplier of software for Local Authority social care and education management services.

Responsibilities include.

- Performing root cause analysis of LiquidLogic Children's System (LCS) and Early Help Module (EHM) system down and performance related issues
 - Responsible for 2nd and 3rd line support function as part of Application Support Team
 - Configuration of customer software sites
 - Using SQL queries and administrative tools to resolve tickets meeting all SLAs.
 - Using telnet to record trace of UI actions as part of resolution of IT issues relating to use of LiquidLogic children's system.
 - Using virtualization tools, VPN and Remote desktop protocol to remotely connect to customer sites to investigate issues.
 - UAT testing to replicate app related issues.
 - Perform system checks to ensure apps and back up and running after patching of hosted site servers.
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Service Desk Support Analyst, 09/2018 – 06/2021

LiquidLogic – Leeds

- LiquidLogic is UK's fastest growing supplier of software for Local Authority social care and education management services.

Responsibilities include.

- Performing root cause analysis of LiquidLogic Children's System (LCS) and Early Help Module (EHM), system down and performance related issues
- Configuration of customer software sites
- Using SQL queries and administrative tools to resolve tickets meeting all SLAs.
- Using telnet to record trace of UI actions as part of resolution of IT issues relating to use of LiquidLogic children's system.
- Using virtualization tools, VPN and Remote desktop protocol to remotely connect to customer sites to investigate issues.
- UAT testing to replicate app related issues.
- Perform system checks to ensure apps and back up and running after patching of hosted site servers.
- Manage average of 20 customer calls logged in Jira per day.

Skills gained.

- Virtualization (VMWare), SQL, Database Schema, Remote Desktop Protocol (RDP), File Transfer Protocol (FTP), Telnet, Error Debugging, Reporting using Business Object Universe.
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Application Maintenance Specialist, 06/2018 – 09/2018

Celesio group – Coventry

- Celesio is a leading provider of integrated healthcare services to the NHS, specializing in medicines, pharmaceutical care and primary care patient services.
- Engaged with customers to better understand needs and deliver excellent service.
- Picked up additional tasks to aid team success.
- Application Maintenance provides third line support, exploring root causes behind recurring issues.

Responsibilities include.

- Querying database using SQL and amending data as part of resolution to IT issues
- Using Unix commands to access and review production codes, logs, scripts to diagnose problems encountered by end users and fixing them in line with SLAs.
- Running Korn shell scripts to process files

- Using SAP Integration Engine management system to monitor processing of data ensuring that errors are detected and corrected.

Skills gained.

- SAP, Unix, Shell scripting, SQL, prioritizing incidents, Resolving third line tickets.
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Trainer, 12/2017 – 04/2018

TheBigWord – Leeds, West Yorkshire

- Trained new second line support analysts on how to use software application supported (transcription, translation and interpreting) on how to perform end of month related tasks which were reserved for third line support in event that all two members of third line team were on leave.
- This happened when third line team lead went on maternity leave.

Skills gained.

- Effective team management, task delegation, time management, team building
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Third Line Application Support Analyst, 05/2017 – 04/2018

Thebigword – Leeds

- Thebigword is a leading language translation and interpreting solutions provider through advance technology.
- Third Line Application Support forms bridge between Product Support and other technological functions such as Dev and Test teams, Infrastructure, Database and Architectural teams
- Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.

Responsibilities include:

- Thorough investigation and analysis of problems relating to diverse systems and finding interim workarounds until permanent resolution from relevant teams.
- Writing MS SQL script to update database accordingly as resolution to some IT issues.
- Testing system functionality to replicate problems raised as bugs and forwarding to Business Analysts to be included in Development product backlogs for fix in new releases.
- Restarting or resetting various desktop and web services to restore system functionality.
- Managing of automation, second and third-line support queue using Zendesk ticketing system
- Remote into client PCs to solve technical problems relating to bespoke applications, legacy system and web application used by clients to access translation, transcription and interpreting services provided by company.
- Citrix remote log in to resolve IT issues.

Skills gained.

- Ability to liaise with different teams (Business Analysts, Development, Testing, Product Support, IT Desktop Service, Infrastructure, Database Administrators, Project Managers, Product End Users)
 - Ability to prioritize tasks, time management, attention to details and creating knowledge base articles.
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Education

MSc: Telecommunication and Electronic Engineering, 07/2014

Sheffield Hallam University - Sheffield

International Achievement Scholarship

- Graduate with MSC Telecommunication/Electronic Engineering
- Dissertation on Asynchronous Digital controlled artificial ventilation system using LabView.
- Course Representative for the Postgraduate Telecommunication/Electronic students.

Bachelor of Science: Electrical/Electronic Engineering, 08/2010

Kwame Nkrumah University of Science and Technology - Accra

Dissertation in Voltage Regulation.

- Graduate with BSC Electrical/Electronic Engineering

Certifications

FDM Academy | Leeds Certification in Software Development February 2017