

LAVELL FRANCIS

Software Developer

London, United Kingdom

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LINKS

LinkedIn, Portfolio - <http://www.lavellfrancis.com/>

PROFILE

'Motivated self-taught Software Developer with a growing knowledge of JavaScript, SQL, HTML and CSS programming languages'

With over 4 years logical thinking help desk experience I am skilled at using my technical knowledge to provide lasting solutions to various IT related issues. I am a fast learner who is keen to continue developing their skills and experiences. Trying to learn a new skill during the height of the coronavirus epidemic has ignited an interest and new found passion for software development, which I believe is a better fit for my future.

EMPLOYMENT HISTORY

- ❖ **Technical IT Administrator, Jackson Lift Group** Sep 2017 — Present
London
 - Providing technical support to over 500 employees, answering support queries via phone & email
 - Carrying out user administration and set up
 - Recording and actioning faults as reported on: PC's, servers, laptops and mobile
 - Management of user data via Microsoft SQL Server
 - Determining the root cause of faults and the steps required to rectify them
 - Using remote control software tools to provide fault resolution and diagnosis
 - Creating and administering Microsoft Exchange email accounts
 - Document and maintain Help Desk policies and procedures
 - Collaborating with support team developers on a daily basis to track, monitor and report on all Help Desk incidents
- ❖ **Dry Goods Team Leader, J Sainsburys PLC** Jun 2015 — Sep 2017
London
 - Managing and monitoring staff attendance
 - Monitoring performance of junior staff
 - Enforcing all company approved policies
 - Oversaw and harmonized departmental and team operations to ensure realization of company KPI's
 - Attended regular senior meetings to make contributions and deliver recommendations on process and performance improvements
 - Delegating daily jobs and workloads
- ❖ **Customer Service Assistant, J Sainsbury's PLC** Oct 2011 — Jun 2015
London
 - Responsible for using a computerized till system to scan items for customers
 - Resolving customer queries
 - Working as part of a team to replenishing stock in various locations throughout the store
 - Gained key customer service skills which led to an enhanced customer experience

EDUCATION

❖ **University of Westminster** Aug 2012 — Aug 2014
B.A (Hons) Business Management London

Completed two years of a B.A (Hons) Business Management Degree

❖ **Christ The King College** Sep 2010 — Aug 2012
A Levels London

Business Studies - B

History - C

English Literature - D

❖ **Deptford Green Secondary School** Jul 2005 — Jul 2010
GCSE's London

10 x GCSE (grades A – C) including Mathematics, English Language, English Literature & Science

SKILLS

JavaScript	Active Directory
MySQL	GitHub
CSS	React
Microsoft Exchange	Node.js

COURSES

❖ **JavaScript Specialist** Sep 2020
Tech Learning Network

❖ **CSS Specialist** Aug 2020
Tech Learning Group

❖ **HTML5 Specialist** Jul 2020
Tech Learning Group

❖ **SQL and Database Bootcamp** May 2022 — Present
Udemy

❖ **CompTIA A+** Feb 2022
CompTIA

LANGUAGES

English *Native speaker*

REFERENCES

❖ **References available upon request**

HOBBIES

Cooking, Golf, Gymnastics, Music, Food