

LAVELL FRANCIS

Software Developer

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LinkedIn: [/lavell-francis](https://www.linkedin.com/in/lavell-francis) | Portfolio: <https://lavell-francis.netlify.app> | GitHub: [/lav3ll](https://github.com/lav3ll)

Resourceful Front-End Web Developer with a background in logical thinking and problem-solving gained from over 4 years of experience in IT help desk support. Recently completed a rigorous Front End Web Development boot camp, earning a certificate and expanding proficiency in JavaScript, SQL, HTML, and CSS programming languages.

Passionate about developing innovative mobile-first applications and projects, with strengths in creativity, teamwork, and seeing projects through from concept to execution. Eager to continue learning and growing in the dynamic field of software development, sparked by a newfound passion ignited during the height of the coronavirus epidemic.

TECHNICAL SKILLS

Javascript ES6+, React, CSS, HTML5, Node, SQL, jQuery, Bootstrap, JEST, Active Directory

PROJECTS

EliteScans | Git Repo: [/lav3ll/bootstrap-manga-website](https://github.com/lav3ll/bootstrap-manga-website) | Deployed : <https://elitescans.netlify.app/>

- Summary: EliteScans is a manga reading website that allows users to read manga and bookmark favourites when logged in. Responsible for implementing the front-end functionality using React, integrating APIs for manga data, and designing the user interface with Bootstrap.
- Role: Sole developer
- Tools/Languages: HTML, CSS, JavaScript, React, API integration, Bootstrap, Express, Heroku, Node.js, and Axios for efficient data fetching.

Stock Savvy | Git Repo: [/lav3ll/stock-savvy](https://github.com/lav3ll/stock-savvy) | Deployed : <https://stock-savvy.netlify.app/>

- Summary: Developed Stock Savvy, a web application providing essential data and tools for tracking and analysing stock market information. Responsible for creating a carousel displaying daily stock tickers/movers, integrating Nivo Charts for graphical representation, and retrieving stock data for the dashboard carousel.
- Role: Front End Designer
- Tools/Languages: HTML, CSS, JavaScript, React, Tailwind CSS, Nivo, ChartJS, Axios, Node.js, and various APIs for the project.

Careerway Commute | Git Repo: [/lav3ll/careerway-commute](https://github.com/lav3ll/careerway-commute) | Deployed : <https://lav3ll.github.io/careerway-commute/>

- Summary: Created CareerWay Commute, an innovative platform enabling users to search for jobs, check distances using built-in Google Maps integration, and save listings for future reference.
 - Role: Sole developer
 - Tools/Languages: HTML, CSS, JavaScript, Bootstrap, jQuery, Google Maps and various other APIs for the project.
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EMPLOYMENT HISTORY

Technical IT Administrator, Jackson Lift Group

Sep 2017 — Present

London

Engineered a custom JavaScript program tailored to automate the generation of login scripts for staff utilising the Mobilenav application, subsequently compiling it into a .exe file using Node.js.

Key Achievements:

- Designed and implemented a bespoke solution from scratch, optimising the efficiency of the login script creation process.
- Utilised Node.js to package the program into a .exe file, ensuring seamless deployment and usability across devices.
- Empowered staff with a user-friendly tool, significantly enhancing their productivity and workflow efficiency within the Mobilenav application environment.
- Reduced response time for technical support queries by 20% through efficient handling of phone and email communications.
- Enhanced data security and user access management by implementing robust user account administration procedures on Microsoft SQL Server.
- Improved system reliability and minimised downtime by promptly identifying and resolving faults across various hardware and software platforms.
- Streamlined fault diagnosis and resolution processes, resulting in a 15% increase in overall system uptime.
- Implemented proactive measures to prevent recurring issues, leading to a decrease in incident recurrence rate by 25%.
- Facilitated seamless communication and collaboration within the support team, resulting in effective tracking, monitoring, and resolution of Help Desk incidents.

Dry Goods Team Leader, J Sainsburys PLC

Jun 2015 — Sep 2017

London

- Managed junior staff performance, ensuring compliance with company policies and alignment with KPIs. Contributed to senior meetings, offering insights for process improvement. Oversaw departmental operations, delegating daily tasks effectively.

Customer Service Assistant , J Sainsbury's PLC

Oct 2011 — Jun 2015

London

- Managed point-of-sale operations, addressing customer inquiries, collaborating on inventory management, and enhancing overall customer experience through exceptional service.

EDUCATION

Certificate, Front End Web Development, eDX Boot Camps - Feb 2024

London

SQL and Database Bootcamp, Udemy - Present

London

Certificate, CompTIA A+, CompTIA - Feb 2022

London

Certificate, JavaScript Specialist , Tech Learning Group - Sep 2020

London

University of Westminster, Aug 2012 — Aug 2014,

London

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

Christ The King College (A Levels), Sep 2010 - Aug 2012,

London

- Business Studies - B |History - C |English Literature - D

Deptford Green Secondary School (GCSE's)

London

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