

Luke Philip Munsch

Junior Full-Stack Web Developer

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Executive Summary

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- A motivated, well-disciplined and adaptable individual dedicated and focused whether on solo projects or integrated in a larger team. I have a customer focused approach from years in customer sales and services and I am looking for a career where training is available. Technically minded and a natural aptitude when dealing with new skills and systems. Have been a key member of management support and colleague training with system and upskilling teammates with information on how to deal with situations and products that have been newly released in order to maximise the impact my team has within the company. Can deliver results on manager-appointed tasks or take initiative with own tasks. I have undertaken independent learning in web development and now have a diploma in full stack software and web development, which I have been utilising to create live web pages for clients.

Skills

- Practical understanding of SQL and database management
- Microsoft office applications (word, excel, power point)
- HTML, CSS and JavaScript and Python web development languages
- Customer service and customer focused
- Product knowledge for mobile devices and services
- Sales and sales administration
- Order creation, processing and management
- Administrative support
- Website creation and maintenance
- Javascript app writing
- Python application writing

Achievements

Diploma – Merit Grade for full-stack web development course.

Recommended at regional manager level for Supporting role with the installation of staff back to retail environment after lockdown and IT system maintenance. Recognised for regular high performance and delivering targets while supporting management teams.

Company deployment of technical report generation.

Other Work Experience

Eagle Radio (County Sounds) – This was a ten-week work experience as a production assistant for the presenter, Dave Johns, providing materials for quizzes and segments of the show. I also worked with Peter Gordon, providing a research material when it was required.

Employment

Assistant Manager - Vodafone and Yellow Kite (2012-Present)

- ◆ Mentoring and training new staff across numerous IT systems.
- ◆ Sales and retail operation - Serving and recommending products for customer needs.
- ◆ Stock inventorying and replacement ordering.
- ◆ Running shifts and in charge of 10 other members of staff.
- ◆ Store Operations Support Service Desk – an out-of-store team who assist with technical queries regarding account/system/customers across the whole UK.
- ◆ As Management Support; undertaking health and safety checks, operational support for store, report creation/analysis using excel, documentation and management review, fire and general audit management support, archiving and property issues reporting.
- ◆ Product research and team training on up-to-date releases in the mobile industry.
- ◆ Tech advisor assisting customers with hardware queries and management.
- ◆ Regional business lead for teams of 18+members
- ◆ Manufacturer ambassador for multiple companies including Sony and Samsung.

Vue cinema (Feb 2011 - June 2012)

- ◆ Till and cash handling.
- ◆ Stock controller for food and packaging.
- ◆ General cleaning and health and safety manager.
- ◆ Customer service advisor.

Various other roles in retail and hospitality since 2004

▪ Summary of Education

Code Institute 2021 - present

- Merit Grade - Diploma for Full Stack Web Development (E-Commerce)

Farnborough College of Technology 2008 - 2011

- Second Class Honours – Honours Degree BSc Media Production
- Merit - Foundation degree in TV and Radio

Farnborough 6th Form College 2004 - 2006

Drama, Mathematics, Accounting, Computing and Media Studies

Tomlinscote School And 6th Form College 1999 – 2004

- ◆ 8 GCSE's at grade A-C

Hobbies and Interests

I am an assistant coach to a local Judo club and currently working on achieving my black belt, reading science-fiction novels and console gaming.