

## CURRICULUM VITAE

A versatile Full-Stack Developer and Customer Service professional with a proven track record in technical and client-facing roles. Skilled in web development with expertise in HTML, CSS, JavaScript, React and Node.js. Experience includes comprehensive training in full-stack development and a strong foundation in web and data security. Prior career as a Certified Personal Trainer in the USA, honing exceptional communication and interpersonal skills. Adept at problem-solving and managing complex customer interactions, seamlessly blending technical acumen with customer service excellence.

### PERSONAL DETAILS

**NAME:** David Fox

**RESIDES:** Edinburgh

**RIGHT TO WORK:** British Citizen

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### CODING TRAINEESHIP

#### **IT Career Switch Ltd**

Coding Traineeship – Full stack developer (1-year program)

During the traineeship I had to demonstrate a very competent level of the following programming languages and technical skills

- HTML5, CSS3, SCSS, JavaScript
- Vue.js, React, jQuery, PHP, SQL
- Python, Node.js, Bootstrap
- Command line Git, Github
- Remote API access

### ADDITIONAL TECHNOLOGIES:

- Redux, Vuex, Express, Native, RESTful API, Docker, PostgreSQL, Swagger, OpenAPI, AWS, Azure, Linux

### DEVELOPMENT EXPERIENCE:

Below are the two briefs of development projects I completed with IT Career Switch which can be found in my bio: <https://davidfoxdev.co.uk/>

#### **Portfolio Project #1: “Gazetteer”**

The specification was to reply to a website specification for a map-based app to provide information on countries, with a focus on a “mobile-first” development. Preferably using a framework, to then develop HTML, CSS and JavaScript with JQuery modules that use PHP server-based components to source data from third-party APIs (Geonames, OpenWeather). The solution is assessed on its delivery to specification, functionality, and usability.

#### **Portfolio Project #2: “Company Directory”**

A more rigorous reply to this specification was required as a user requirements document was needed to be prepared which, when signed off, triggers the release of SQL allowing to develop a “mobile-first” application to maintain a company personnel database (MySQL). Sign off is only achieved upon the student supplying an independently witnessed document providing confirmation of the system’s ability to perform error-free.

## **CAREER HISTORY:**

**Nov 2022 – Nov 2023**

During this time, I studied a Coding Traineeship as a Full Stack Developer and completed projects to gain practical experience.

**Jun 2022 – Apr 2023**

**POSITION HELD:**

**Aviva**

**Financial Services Advisor**

- Compliance and technical accuracy: provided responses to customer enquiries that were both technically accurate and compliant
- Ethical data management: handled customer data ethically in line with FCA requirements
- Investigations and query resolution: conducted routine investigations to resolve customer queries and requests effectively
- Data management: created, recorded, updated, and maintained accurate customer records
- Customer and advisor interaction: engaged with customers and advisers to address their needs

**Sep 2021 – May 2022**

**POSITION HELD:**

**Centrica**

**Customer Resolution Agent**

- Customer interaction: addressed a range of inquiries from Pay As You Go Energy customers, including billing queries, change of address, and retention of customers considering leaving
- Complaint resolution: handled complaints and issues over calls, specifically for PAYGE customers with prepayment meters
- Decision making: empowered to make customer and business-centric decisions, ensuring suitable outcomes for each unique customer situation
- Continuous training: underwent regular upskill training activities to stay updated with evolving processes and systems
- System transition support: assisted in the transition of customers to a new billing system, including undergoing training for the new system

**Jun 2020 – Feb 2021**

**POSITION HELD:**

**Amazon**

**Virtual Customer Service Associate**

- Provided exceptional customer service to Amazon customers via phone and email
- Identified and analysed customer problems, and provided appropriate solutions based on policies and procedures
- Effectively used multiple software applications to resolve customer inquiries
- Met and exceeded performance expectations, including adherence to schedules, attendance, and quality metrics
- Provided feedback to managers and senior associate to improve customer experience and operations

**Jun 2019 – May 2020**

**POSITION HELD:**

**Sky Mobile**

**Customer Service Advisor**

- Excellent communication and listening skills
- Customer service skills gained in either contact centre, retail, hospitality, or something completely different

- The ability to build rapport and engage with customers
- A genuine passion for helping others
- Ability to work to targets, upselling where appropriate

**Dec 2018 – May 2019**

**POSITION HELD:**

**Prudential**

**Customer Service Administrator**

- Supported customer service team: assisted in back-office operations, ensuring administrative duties were compliant
- Document management: handled filing, sent and received post, and managed stationery requisitions
- Aided financial administration department: provided support in financial administration tasks
- Customer service: engaged with and provided excellent service to customers, potentially developed from experiences in various customer-focused environments
- Professional development: embraced learning and development opportunities from the outset to grow into a first-class customer service representative

**EDUCATION:**

**IT Career Switch Coding Traineeship**

**Full-Stack Engineer Path**

- Comprehensive training in web development, including both front-end and back-end technologies. ed at introducing coding within the digital sector.
- Hands-on experience with HTML, CSS, JavaScript, React, Node.js, Express.js, PostgreSQL, and API development.
- Developed a strong foundation in web security, data security, and DevOps principles.
- Completed multiple portfolio projects, including a Node.js console app, a personal portfolio website, a Reddit client, and a full-stack e-commerce application.
- Acquired skills in designing relational databases and connecting front-end to back-end systems.
- Trained in deploying web applications and understanding web application security threats.
- Prepared for technical interviews with a focus on data structures, algorithms, and interview skills.

**Learning Curve Group**

Level 2 Certificate in Understanding Coding (Awarded by: NCFE)

- Aimed at introducing coding within the digital sector.
- Covered principles of coding, stages of the software development cycle, coding terminology, different coding types, best practices in coding.
- Included training on methods of testing, the DevOps process, effective communication, and project management in coding.