**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

**TRANSPORT**: Public transport

**RIGHT TO WORK**: British Citizen

**CONTACT DETAILS:** (M) 07506 473055

(E) [david.fox@davidfoxdev.co.uk](mailto:david.fox@davidfoxdev.co.uk)

(W) <https://davidfoxdev.co.uk/>

(GH) <https://github.com/maesterfox> *(please email to request access)*

(LI) <https://www.linkedin.com/in/davidfoxtechcode/>

**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
* PHP, SQL, React, Vue.js, jQuery
* Python, Node.js, Bootstrap
* Command line Git, Github
* Remote API access

**ADDITIONAL TECHNOLOGIES**:

* Redux, Express, PostgreSQL, Swagger, OpenAPI, AWS

**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 Aviva**

**POSITION HELD: 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 Centrica**

**POSITION HELD: 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 Amazon**

**POSITION HELD: 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 Sky Mobile**

**POSITION HELD: 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 Prudential**

**POSITION HELD: 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.