

CURRICULUM VITAE

Agile Full-Stack Dev crafting modern web experiences (IT Career Switch Traineeship). Fluent in HTML5, CSS3, JavaScript, and React, I push boundaries with Next.js, Tailwind, MongoDB, AWS, Docker, and Kubernetes. Building secure, scalable solutions for tomorrow's web.

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, Bootstrap, React
- JavaScript, Python, PHP
- Node.js, MySQL, Restful API
- Linux, Git, DevOps

ADDITIONAL TECHNOLOGIES:

- SCSS, Tailwind, Next.js, Express.js, Non-relational DBs, AWS, Docker, Kubernetes

DEVELOPMENT EXPERIENCE:

Below are the two briefs of development projects I completed with IT Career Switch.

Portfolio Project #1: “Gazetteer”

Developed a mobile-first map-based app using a framework; utilized HTML, CSS, and JavaScript with JQuery modules to integrate third-party APIs (Geonames, OpenWeather) and deliver country-specific information to users. Assessed on specification adherence, functionality, and usability.

Portfolio Project #2: “Company Directory”

Developed and delivered a comprehensive user requirements document, triggering the release of SQL for the development of a mobile-first application to manage a company personnel database (MySQL); sign off achieved upon submission of independently witnessed error-free confirmation document.

Move beyond my IT Career Switch projects and witness my evolution through personal creations built with MERN, Next.js, Tailwind, AWS, and more (all detailed in my bio: <https://davidfoxdev.co.uk/>).

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 & Accuracy:** Achieved a 93% accuracy rate in responding to complex customer inquiries, ensuring regulatory compliance and avoiding potential fines.
- **Ethical Data Management:** Implemented a new data anonymization process, resulting in a 20% reduction in data access requests and enhancing customer privacy.
- **Investigations & Query Resolution:** Resolved 85% of customer queries within 24 hours, exceeding internal target goals and improving customer satisfaction by 15%.
- **Data Management:** Streamlined record-keeping by automating 30% of manual tasks, leading to a 10% increase in team efficiency.
- **Customer & Advisor Interaction:** Developed and delivered training workshops for advisors, contributing to a 12% increase in client retention and cross-selling success.

Sep 2021 – May 2022
POSITION HELD:

Centrica
Customer Resolution Agent

- **Customer Interaction:** Resolved an average of 40 PAYGE queries daily, achieving a 95% customer satisfaction rating for complaint resolution.
- **Targeted Retention:** Developed personalized retention strategies for at-risk customers, preventing churn by 12% within my portfolio.
- **Empowered Decision Making:** Successfully resolved 70% of complex complaints independently, reducing escalation rates by 15%.
- **Continuous Learning:** Led internal training sessions for new agents on the new billing system, boosting team onboarding efficiency by 20%.
- **System Transition Support:** Streamlined customer migration to the new system by creating detailed tutorials and FAQs, resulting in a 10% decrease in support calls.

Jun 2020 – Feb 2021
POSITION HELD:

Amazon
Virtual Customer Service Associate

- **Exemplary Service:** Earned Amazon's "Top 10% Customer Satisfaction Rating" for consistently exceeding customer expectations in resolving complex issues.
- **Problem-Solving Savvy:** Successfully identified and resolved an average of 45 customer inquiries per day, exceeding internal targets by 15%.
- **Tech-Savvy Efficiency:** Leveraged multiple software applications to automate routine tasks, reducing resolution time by 20% and boosting team productivity.
- **Reliable & Data-Driven:** Consistently met performance goals for schedule adherence, attendance, and quality metrics, contributing to improved team performance.
- **Proactive Improvement:** Collaborated with managers and senior associates to develop data-driven process improvements, leading to a 10% reduction in customer churn.

Jun 2019 – May 2020
POSITION HELD:

Sky Mobile
Customer Service Advisor

- Achieved a 92% customer satisfaction rating for resolving complex complaints.
- Proactively identified customer upgrade opportunities, achieving a 25% success rate in upselling additional services, surpassing team targets by 5%.
- Employed active listening techniques and tailored communication styles to understand and address diverse customer needs, exceeding a 98% first-call resolution rate.
- Developed personalized interactions and built strong rapport with customers, resulting in a 15% increase in positive mentions in customer surveys.
- Analysed call data to identify recurring pain points and spearheaded the development of new FAQ resources, reducing call volume by 8%.
- Implemented new call scripts and problem-solving frameworks, leading to a 12% decrease in average call time and improved team efficiency.

EDUCATION:

29/11/23 - 29/11/24

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.

20/06/23 - 10/09/23

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.