Dominique Mortoza-Cowles

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Location: Fakenham, UK | LinkedIn | GitHub

Aspiring Software Developer

Enthusiastic and detail-oriented individual transitioning into the tech industry with hands-on experience from a software development boot camp. I am eager to bring my technical support background, problem-solving skills, and ability to communicate technical concepts to a new and challenging role in technology. **Education and Training**

- **Full Stack Software Development Bootcamp** – Tech Educators, Norwich Currently developing strong skills in HTML, CSS, JavaScript, React, typescript, tailwindcss and SQL. Actively uploading projects to GitHub and engaging in both individual and group coding activities, including project presentations.

- **GCSEs** in Mathematics, English Language, and English Literature Horsell High School, SEB **Core Skills**

- **Technical Support and Troubleshooting**: Experience in resolving technical issues and maintaining system performance.

- **Team Collaboration**: Successfully worked with cross-functional teams to deliver effective solutions.

- **User Training and Support**: Ability to translate complex technical information into userfriendly language.

- **Presentation Skills**: Developed and delivered presentations to various audiences.

  Professional Experience

- **Smart Energy Engineer, British Gas, Norfolk**
  January 2024 – June 2024
  Deployed smart meters and provided energy conservation consultations, managing data with Microsoft systems.

- **Smart Meter Engineer, Smarter Metering Services LTD, Norfolk**
  June 2023 – December 2023
  Installed smart metering systems and advised clients on energy conservation.

- **Dual Fuel Smart Meter Engineer, Smart Choice Metering, Derby**
  March 2022 – May 2023
  Installed and maintained dual-fuel smart meters, ensuring compliance with industry standards.

- **Field Team Manager, Siemens Managed Services, London**
  December 2016 – November 2021
  Managed a team of engineers and led strategic planning sessions to meet project goals.

Certifications

- **Met1** (Valid through August 2026)

- **CMA1** (Valid through August 2026)

- **MOCCOPA Authorization** (October 2019 – October 2026)

- **IOSH Managing Work Safely** - Professional Health and Safety qualification *References available upon request.*