# Peter Irlam

**HTML | CSS | JavaScript**
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Motivated and adaptable frontend developer / IT support manager with 2 years' experience and strong understanding of HTML5, CSS3 and JavaScript. Proven track record of creating responsive, accessible websites and high-performing apps that streamline business operations and enhance client service. Experience with React, Typescript, SASS, Git and GitHub. Emphasis on continuous professional development through passion projects whilst embracing new and emerging technologies. Studying toward Professional Scrum Master 1 certificate. Well organized, self-motivated and collaborates well with internal teams and stakeholders to deliver on deadlines, budget and specifications.

## Work Experience

### Junior Frontend Developer / IT Support Manager
**Citizens Advice Lancashire West** — Apr 2020 - Current

**KEY TECHNICAL SKILLS: HTML | CSS | JavaScript**

- Optimized company website in line with UI/UX best practices for improved accessibility and user interaction, driving 29% increase in page views and 16% rise in engagement.
- Developed new company intranet using HTML, CSS and JavaScript. Greatly streamlined staff workflow, increased collaboration, consolidated resources, and reduced administrative errors.
- Designed self-help interface using HTML and CSS to enhance the services provided by Lancashire food banks to enable digitally excluded to access free online advice.
- Responsible for the administration and management of all Google Workspace services via Google Admin console including settings, users, devices, and enforcing security best practices.
- Accountable for efficient operation of phone systems and resolving issues regarding printers, PCs, laptops and connectivity.

### Gateway Assessor
**Citizens Advice Lancashire West** — Sep 2018 - Mar 2020

- Produced written framework, endorsed by management, to assist Gateway Assessors navigate online systems to present clients with best available options, greatly reducing complexity of reaching a solution.
- Responsible for creating confidential client accounts, directing clients to self-help, making referrals to third-party services, and recognizing when clients need specialist help.
- Demonstrated strong attention to detail, written and verbal skills, and ability to work in a fast-paced environment.

### Founder
**Xukkhini.com** — Jul 2017 - Aug 2018

KEY TECHNICAL SKILLS: WordPress | Genesis Framework | Canva | Photoshop | Pinterest Marketing

- Launched highly successful lifestyle blog, using WordPress on Genesis framework, generating $1, 732 in eighth month.
- Designed visually striking and engaging graphic design marketing promoted through social media campaigns.
- Featuring 85+ articles and received over 80,000 page views each month.
- Advanced personal passion for coding and front-end web development.

## Founder                    **Piano and Violin Tuition Merseyside**              Sep 2008 – Jun 2017

- Built and maintained company website generating on average 80% of contracts.
- Established longstanding, productive relationships with 400+ clients.
- Managed weekly workload of 80+ clients.

## Owner Operator            **Freshfield News Ltd**                              Oct 2005 – Aug 2008

- Increased year-on-year revenue by £17,000 in first year of operations.
- Trained and mentored over 15 members of staff. Increased efficiency of customer service time by 10%.
- Expanded stock range by 50+ items for improved retail experience and 9% rise in sales.
- Published staff handbook to delegate 15 tasks driving 20% increase in productivity.
- Launched variety of cost initiatives such as 'just-in-time' stock management. Slashed expenses by 12%.

## Education

**R02 Investment Principles and Risk**     The Chartered Insurance Institute          Apr 2017
Score: 91%

**R01 Financial Services, Regulation and**  The Chartered Insurance Institute          Nov 2016
**Ethics**
Score 83%

**Bachelor of Arts: French / English**      The University of Liverpool
Awarded 2:1