

# Joel Kram - Frontend Engineer

Joelnskram@gmail.com | 07513 807 647 | London | [GitHub](#) | [LinkedIn](#) | [Portfolio](#)

---

Junior software engineer with ten years of experience in customer support roles across film, television, and education, now transitioning to full-stack development with JavaScript, React, and Node.js. Reduced support ticket resolution times by 20% and improved user satisfaction by 30% for 400+ users by streamlining technical support processes. Graduated with First Class Honours and made Vice Chancellor's list.

## TECHNICAL SKILLS

---

**Languages:** JavaScript and TypeScript, with Node.JS  
**Testing:** TDD (Test Driven Development), Jest, Supertest for integration, Cypress  
**Back-end:** SQL, PSQL, Typescript, Drizzle, Prisma  
**Front-end:** HTML, CSS, React, Tailwind, Bootstrap, Next.js  
**Libraries:** p5.js, Three.js, WebGL  
**Audio Visual:** Photoshop, Illustrator, InDesign, VDMX5, TouchDesigner, Ableton, Logic Pro  
**Other:** Paired programming, technical communication, ITIL processes, AGILE methodologies,

## PROJECTS

---

Developer Portfolio:

<https://github.com/pooch1e/developer-portfolio>

Developer portfolio built with React using Tailwind for styling and Three.js for 3d modelling. This portfolio showcases a range of projects listed below.

Spark-Tables - WIP:

<https://github.com/pooch1e/spark-tables>

Created Spark-Tables web application with Next.js and Typescript and a complete RESTful API, implementing full TDD and using Drizzle as an ORM. This app enables users to roll randomly on tables of 'inspiration notes' to help with creative writing prompts and tabletop role-playing improvisation ideas.

NC News React Front-End:

<https://github.com/pooch1e/nc-news-fe>

Engineered a full-stack NC News application using React and a RESTful API, enabling users to sort articles by category and post/delete comments.

## PROFESSIONAL DEVELOPMENT

---

Junior Software Developer | Northcoders | Apr 2025–Jul 2025

- Building expertise in JavaScript, Node.js, and Test-Driven Development (TDD) using Jest through project driven development
- Gained hands-on experience with OOP principles, writing clean, maintainable code and participating in code reviews to provide and receive constructive feedback
- Engineered a modular Node.js web application for NC News with Express, facilitating the integration of three new features within two months; improved website load times by 150ms.
- Created React applications, planning and deploying via Netlify

CompTIA+ | CompTia | Expected to complete August 2025

- Certificate in core IT skills covering networking, hardware, and operating systems.
- Skills in understanding Networking and IP protocols
- Hardware including cables, cable management and cable types

## EXPERIENCE

---

CaseWeb Administrator | Unison | Jan 2024–Apr 2025

- Streamlined technical support ticketing process with Freshdesk and Jira for 400+ users, which resulted in a noticeable drop in the average ticket resolution time by 20% and increased user satisfaction.
- Orchestrated first-line technical support for 400+ distributed users via Citrix, achieving the highest ticket closure rate among peers and earning commendation for responsiveness.
- Drove platform development by distilling user feedback from 50+ daily support tickets into actionable insights, influencing key features and resulting in a 30% improvement in user satisfaction scores

## FOH | Pophams Bakery | Jun 2023-Dec 2023

- Championed daily store opening and closing procedures, maintaining a pristine environment, processing over 100 daily transactions, and resolving customer inquiries quickly, leading to consistent operational efficiency.

## FOH | The Dusty Knuckle | Jan 2023-Jun 2023

- Cultivated a welcoming atmosphere as front-of-house staff, exceeding customer expectations by tailoring wine and cocktail recommendations to individual preferences, resulting in 95% positive customer feedback.

## Costume Secretary | Mammoth Screen | Jun 2022-Jan 2023

- Spearheaded interdepartmental communications, reducing production workflow bottlenecks by 15%, and ensuring all costume-related needs were met on time for a team of 20+ individuals.
- Orchestrated smooth employee departures by archiving essential documents and recovering company assets, maintaining 100% compliance with data security protocols and preventing data loss incidents for 7 months.
- Supervised costume inventory database, tracking over 300 costume items, and automated weekly compliance reports, enabling the costume department to reduce discrepancies during stock takes by 15%.

## Gallery Assistant | Museum of Australian Photography | Jan 2022-Jun 2022

- Led the invigilation of 20+ public exhibitions, ensuring the protection of valuable artwork and providing a safe, engaging experience for over 5,000 visitors during the six-month tenure.
- Designed and implemented a new rostering process for 30+ volunteers, ensuring optimal coverage for all gallery activities and a 95% fulfilment rate of scheduled shifts with minimal last-minute substitutions.
- Administered the Salesforce database, maintaining records for 500+ donors and program participants, enabling targeted fundraising campaigns that generated a 15% increase in donations within the first quarter.

## Production Assistant | EndemolShine | Sep 2021-Jan 2022

- Facilitated on-set efficiency for 'Hunted' (S1) by delivering crucial production support across departments, resolving unforeseen logistical problems and maintaining consistent communication channels among the team.
- Coordinated transport for cast and crew, ensuring timely arrivals and minimising filming delays.
- Drove a 15% reduction in wasted catering spend by implementing a detailed daily headcount system, aligning food orders with actual crew attendance, while ensuring staff welfare through tailored dietary options.

## Enrolment Advisor | Virtual School Victoria | Jan 2021-Dec 2021

- Orchestrated the full lifecycle of 75+ enrolment applications weekly, conducting rigorous reviews and follow-ups to ensure applications were complete and error-free, which are measurable in a 100% personal control.
- Performed data entry and processed information on SQL-based databases to maintain up-to-date records

## Assistant Manager | Major Toms | Jan 2014-Jun 2022

- Supervised, trained and mentored a team of 8 front and back of house staff, improving customer satisfaction.

## Curation Assistant | Ballarat International Foto Bienalle | Aug 2019-Dec 2019

- Orchestrated the installation and de-installation of 8 large-scale photographic exhibitions, managing a team of 12 technicians and volunteers, ensuring adherence to strict deadlines and budget constraints.

## EDUCATION

---

### Bachelor of Fine Art: Photography | Royal Melbourne Institute of Technology | Feb 2016-Nov 2019

Graduated with First Class Honours and made Vice Chancellor's list

### Certificate IV Music Technology | Braemar College | Feb 2013-Nov 2014

Recorded, mixed and produced an extended play of live music using Ableton Live and Logic Pro

## HOBBIES

---

- Live Electronic Music & Visuals – I create live electronic music and pair it with generative or edited visuals, often using live synthesisers. This got me started in coding using p5.js and TouchDesigner.
- Board Games & TTRPGs – I love board games and tabletop RPGs, which I enjoy for mostly the collaborative storytelling and improvisation. I'm a theatre nerd at heart.
- Birdwatching – I love taking time out in nature to observe and identify birds; it's a practice that helps me stay mindful and, it involves me getting out of London!