Scott James

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Profile

I am a creative, self-motivated individual who is passionate about IT, I taught myself how to code while at college and have since gained a career with 5+ years of experience as a full stack developer creating web apps and websites for businesses with a proven increase on their overall online presence, I am now looking for migrating my skills and continue learning and adapting to new software and technologies.

Training and Education

Nescot College Surrey

Level 3 Diploma in Software Development

TechTalent Academy, Cyber Academy

BCS Foundation Certificate Information Security Management Principles

Learndirect

Mathematics A

English A

North Kent College

Pearson BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals.

Pearson BTEC Level 2 Diploma in Professional Competence for IT and Telecoms Professionals.

Pearson BTEC Level 2 in ICT Systems and Principles.

Skills

HTML & CSS	JavaScript	PHP
React	SQL	Adobe XD
WordPress	Apache Server	Database Management
Customer Relationship Management (CRM)	Active Directory	Windows Server

Work experience

Metropolitan Police, System Administrator   **2024 – 2025**

- Maintain relationships with several OCUs
- Understand any structural changes led centrally or by OCUs
- Resolve any User Access Issues
- Understand CONNECT Unit Tray structural changes
- Track and collate issues
- Support user access and permissions manager in dealing with ad-hoc requests via Service NOW
- Ad-hoc duties as required to provide CONNECT support to the wider organisation

Hole9 Golf Accessories, Digital Marketer   **2022 – 2024**

- Build and maintain strong relationships with key clients, understanding their needs and providing
- tailored solutions.
- Develop and implement effective sales strategies to drive business growth and achieve revenue
- targets.
- Identify potential customers through research, networking, converting leads into sales opportunities.
- Conduct sales presentations, negotiate terms, and close deals to secure profitable contracts.
- Gather and analyse customer feedback to improve products, services, and the overall customer experience

Freelance (Remote), Full Stack Developer   **2017 – 2022**

- Managing client proposals from start to finish, including during the design, print, and production processes.

- Developing a high level of expertise in programming languages such as HTML, PHP, and JavaScript coding.
- Ensuring the site is properly optimized for the search engines (SEO).
- Performing QA testing.
- Write and debug software code.
- Keeping up to date with modern design and developer trends.
- Strong problem-solving skills.
- Strong understanding of web development programming techniques and tools.

PC World (Crayford), Business Advisor   **2016 – 2017**
- Customer service and in-house customer service training.
- Marketing, presentation, and promotional duties.
- Clerical duties (data entry, record-keeping, appointment scheduling, answering, and routing phone calls).
- Identifying potential business customers for future business development.
- Preparing financial reports and analysing consumer and competitor behaviour.
- business-to-business(B2B) and business-to-customer (B2C) sales.
- Up-selling to customers and businesses.
- Recognize and reach out to clients in businesses.
- Meeting daily, weekly, and monthly KPI.

North Kent College, IT Technician   **2013 – 2015**
- Recording customer information with a CRM (Customer Relationship Management) system.
- Installing and configuring the network, hardware, and software.
- Repair or replace damaged hardware.
- Troubleshooting network, hardware, and software issues and resolving all IT-related problems.
- Conduct backup activities and disaster preparedness.
- Install and upgrade the computer network.
- Working with Microsoft server and active directory.

Interests & hobbies

Studying towards more IT qualifications, Security+, AWS cloud practitioner, CISMP, Cisco Network+
Game Development I am learning how to create video games in unity while also learning about C#
Darts & Golf are perfect sports for me to clear my head and I have met great people after playing in local tournaments.

Personal achievements

Federation of Gay Games 2023, contributing to the organization's digital presence and strategic initiatives. Leveraged technical expertise to enhance website functionality, user experience, and accessibility.

IT Army of Ukraine Cyber Specialist 2022, Wanting to help Ukraine and seeing websites hosted in Ukraine being attacked I joined the IT Army of Ukraine where I was given training material and resources to help fight back against Russian aggression.

WebJam1 Winner 2021, Having one week to complete a website based upon the theme of nature, I decided to make a charity website for African elephants and the ivory trade winning me first place for my simplistic creative design.

Arctic Code Vault Contributor 2020, I am one of the lucky few who got their code preserved for future generations in GitHub arctic vault in the arctic mountains of Svalbard.

References

Available upon request.