

Richard Black

JUNIOR SOFTWARE DEVELOPER

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A dedicated, reliable and adaptable individual, I have graduated from the Northcoders 13-week intensive coding bootcamp where I studied full stack software development utilising JavaScript. I have also completed a 4-week Codeverse bootcamp learning Python. Previously to this I demonstrated a proven high level of performance working in high pressured and busy environments for several well-known companies. After being made redundant, I am looking to embark on a more rewarding and challenging career within software development.

Technical Skills and Experience:

- JavaScript, Python, HTML5, CSS
 - React, Svelte,
 - Express, SQL, Firebase
 - Jest
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PROFESSIONAL EXPERIENCE

Developer Portfolio

Link-Four

<https://link-four.netlify.app>
<https://github.com/tubez7/link-four-react>

NC News

<https://richard-nc-news.netlify.app>
<https://github.com/tubez7/nc-news>

NC News API

<https://nc-news-api.cyclic.app/api>
<https://github.com/tubez7/backend-nc-news>

Tremolo

<https://tremolo-project.netlify.app>
<https://github.com/Mrs-DJ/tremolo>

Northcoders

Student, January 2022 to April 2022

Studied full-stack software development on a 13-week coding bootcamp. Followed an industry-led practical curriculum which teaches best practices such as version control with git, pair programming, agile practices (stand-ups, Kanban boards, retros etc), CI/CD, test-driven development, and Functional and Object-Orientated programming paradigms.

Front-end Project - News App

I built a mobile first designed front-end architecture that acts as a news app to serve news articles via integration with the back-end project News API. Built using React, CSS, HTML5, and Material UI.

Back-end Project - News API

I built a RESTful API to interact with a PostgreSQL database, incorporating MVC programming principles in order to provide data to the front-end news app project. Built with Express and using full TDD incorporating Jest.

Final Project - Tremolo

As part of a team, I created an app that enables musicians to network via geolocation and post classified ads for collaborating. The front-end architecture was built using Svelte, hosted as a Progressive Web Application, and integrated with Firebase for the database and user authentication implementation.

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FIS

Tele-Account Manager, October 2015 to October 2020

Responsible for client satisfaction, retention of clients, return of company PDQ machines, maintaining client communication, overall management of the relationship with the client and developing strong working relationships with assigned clients and FIS resources. Served as a primary point of contact for external clients to resolve outstanding issues and to determine present and future needs and discuss progress towards solutions.

Key Contributions:

- Consistently surpassed a target of 85% on quality assessments for inbound calls. With an average of 94.47%, was able to achieve the highest score within the Tele Accounts team since new call monitoring structure implemented.
- Maintained close relationships with specific clients that were personally assigned to me. This incorporated personally looking after the biggest client using the Transax service, in order to offer them a direct personal contact point at the business.
- Regularly handled complaints from clients within my assigned customer base. Was personally responsible for investigating complaints, liaising with the clients and internal personnel within the business in order to issue a formal written response in accordance with the regulations of the Financial Ombudsman Service.
- Consistently surpassed set targets. Completed assigned email queries inside a target of 3 working days despite heavy workloads by organising and prioritising the work assigned. Tracked queries and complaints on spreadsheets to monitor their progress and ensure they were resolved in a timely manner. Achieved 115% of target for return of company terminals on last annual appraisal.
- Established effective working relationships both inside my own account management team and other departments within the business internally, in order to ensure clients issues and queries are resolved efficiently and promptly.

FIS

Client Services Advisor, July 2011 to October 2015

Contact centre role. Provide front line technical support, first stage complaint handling and general customer service to a merchant base of individuals and organisations across a wide range of various products and services including Transax Merchant Services, Transax Cheque Warranty, Ezi-Pay, Transax Pay, and Book Tokens.

EDUCATION, QUALIFICATIONS AND SYSTEMS EXPERIENCE

NVQ Level 3 Apprenticeship in Customer Service

Microsoft Office (PowerPoint, Word, Excel, Outlook and Teams) | Avaya telephony platform

Streetly School

A Levels (x3)

GCSE's (x 10 - inc English & Maths)

Foundations of Advanced Maths - Merit