

## CURRICULUM VITAE

I am a results-driven individual educated to degree level. I am equipped with a unique blend of creativity, strategic thinking, and an extensive understanding of user needs. I am passionate about translating complex ideas into clear, customer-friendly experiences that resonate with various user demographics. I graduated from a coding traineeship in January 2022 and landed my first job as a Trainee .NET Developer shortly after finishing the course. This role has given me excellent exposure to real world business problems and has enabled me to develop the skills required to create a technology solution to solve these problems. The coding traineeship course included completing 2 real-world projects to demonstrate my capabilities. These projects were developed using HTML5 and CSS for User Experience and PHP, AJAX, and JavaScript to make requests to API's then displaying any response dynamically using HTML components.

### **CAREER HISTORY:**

**March 2022 – Present** Track A Parcel Ltd

**POSITION HELD: Junior .NET Developer.**

- Developing a multi-drop delivery vehicle routing programme which assists users in meeting their environmental obligations through use of a dynamic routing tool.
- Attended client meetings to provide update on project statuses and potential additional features.
- Using test driven design along with an agile development methodology to ensure latest software releases comply with client specification and possess the least quantity of bugs.
- Coding data dashboards which allow clients to build in-depth, bespoke reports directly from the programmes' interface.

**July 2021 – March 2022** Hugh J Boswell Insurance Brokers

**POSITION HELD: Client Administrator**

- Solely responsible for managing a client's fleet of 2700 vehicles. Ensured temporary and hire vehicles were always correctly insured.
- Handled client claims efficiently while ensuring to protect the clients' interests
- Generated bespoke reports and graphs pertaining to insured vehicles and their claims using MS Excel
- Pursued and handled the recovery of funds owned to clients when they were involved in non-fault accidents

**Dec 2020 – Jul 2021** ScrewFix

**POSITION HELD: Customer Advisor**

- Efficiently picked, carefully packed, and shipped customer orders to ensure the item(s) were received on time and in perfect condition
- Responsible for receiving goods from suppliers into warehouse, ensuring the correct quantity and checking quality of products received, then ensuring the product was located correctly ready to be picked for a customer's order

**Oct 2020 – Dec 2020** VDepot Limited

**POSITION HELD: Warehouse Assistant**

**Oct 2015 – Oct 2020** Aviva Insurance

**POSITION HELD: Personal Lines Motor Claims Handler**

- Expanded consumer base by identifying the needs of customers through the processing of motor claims, while ensuring compliance with policies and procedures
- Processed the total loss of unrepairable vehicles while following salvage category guidelines to ensure the safety of customers and other drivers
- Eradicated tasks which created complexity and jeopardised the security of customers by overseeing business processes
- Developed and implemented a solution which improved call answer rate by 20 %, as well as determined risk factors to facilitate the organisational success
- Noticed a discrepancy between the no claims discount years shown on a customer's online account and the status shown on Aviva internal systems resulting in numerous customers making failure demand calls into the claims department to discuss the issue

## **2006 – 2015 Sainsbury's Supermarkets plc**

### **POSITION HELD: Customer Service Assistant/Petrol Station Attendant**

- Ensured customer safety by coordinating all activities, including overseeing customers dispensing fuel and setting up exclusion zones around offloading fuel tankers
- Adhered to all safety regulations and guidelines while providing services at the petrol station for more than nine hours on daily basis
- Calculated fuel orders and always maintained fuel levels to delivered exceptional services to clients
- Increased customer satisfaction by managing cash for clients that faced trouble in using pump facility for payment purposes

## **CODING TRAINEESHIP IT Career Switch Ltd**

Coding Traineeship – Full stack developer

1-year program

During the traineeship I had to demonstrate a competent level of understanding in the following programming languages and technical skills

- HTML5, CSS3, JavaScript
- PHP, SQL, React, jQuery
- Java, Python, C#, Node.js
- Command Line Git, GitHub
- Remote API access

I have recently passed my **Microsoft 98-383: Introduction to Programming Using HTML and CSS**. More information on this certification can be found at: <https://docs.microsoft.com/en-us/learn/certifications/exams/98-383>

## **DEVELOPMENT EXPERIENCE:**

Below are the two briefs of development projects I completed with IT Career Switch which can be found in my bio: <http://www.thomasmoy.co.uk/>

### **Portfolio Project #1: "Gazetter"**

The specification was to reply to a website specification for a map-based app to provide information on countries – with a focus on a "mobile-first" development. Preferably using a framework, to then develop HTML, CSS and JavaScript with JQuery modules that use PHP server-based components to source data from third-party APIs (Geonames, OpenWeather). The solution is assessed on its delivery to specification, functionality, and usability.

### **Portfolio Project #2 "Company Directory"**

A more rigorous reply to this specification was required as a user requirements document was needed to be prepared which, when signed off, triggers the release of SQL allowing to develop a "mobile first" application to maintain a company personnel database (MySQL). Sign-off is only achieved upon the student supplying an independently witnessed document providing confirmation of the system's ability to perform error-free.

## **EDUCATION:**

### **2015 Adult Education Centre, Norwich**

GCSE Maths and English (*Grade: Pass*)

### **2010 – 2011 University of East Anglia**

BSc Computer Science and Business (*Grade: 2:1*)

Foundation Degree Business Computing

### **2007 – 2011 City College, Norwich**

Advanced Diploma in IT

First Diploma for IT Practitioners Key Skills Level 2 in Communication