**Alexander Slyfield**

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**Personal Profile**

Enthusiastic problem-solver with a passion for technology. Recently completed a rigorous 12- week bootcamp with Just IT, acquiring an understanding of the SDLC and software methodologies. The modules given included implementing a tech stack; including HTML, CSS, JavaScript, Python and SQL, to learn how to develop a web-based product and basic database design. These new skills also allowed me to code in my spare time which I used to build a functioning charity thermometer for my mother’s workplace website. I leveraged my HTML, CSS and JavaScript to develop an interactive thermometer that visually represented the progress of their fundraising campaign. By implementing a dynamic update feature, I ensured that the thermometer accurately reflected the real-time donation amounts, motivating contributors to reach their campaign goal. My contributions to this project not only supported a worthwhile cause but also allowed me to apply my technical skills in a practical setting. I'm also currently developing a chess game as a personal project to deepen my understanding of game development principles. Having not previously ventured into game creation, this project offers a valuable opportunity to explore new domains and expand my skillset. I aim to implement innovative features to help people learn the names of the squares and create an engaging experience which I can also add to my portfolio of projects.

Through my work experience I have also faced challenges that have honed my non-technical skills, including working within tight deadlines to achieve sales in high pressure situations, which I developed as a senior sales consultant. Part of what made me successful over others was my ability to investigate customer's problems from their perspective, all while maintaining composure and professionalism despite challenging interactions, and then delivering effective solutions with superior product knowledge. Fully understanding requirements and finding the best plans to meet them was also helpful while deciding how to build the interactive thermometer for my mother’s website as it meant I was more confident in her approval of my creative choices and the product’s functionality. Much of my work as a senior sales consultant involved working within a team environment, however, I have always prided myself on my ability to take the initiative and be proactive where possible, such that I would contribute to sales forecasts with independently sourced marketing insights. Proactively using my own time was also how I became proficient in python after we were taught the basics in the bootcamp and I challenged myself to create a moving background for my portfolio website, which seemed a daunting task at the time. Additionally, I have extensive face to face customer service experience from my roles as a Service Pro at Itsu and Seller Assistant/VIP Host at Delfont Mackintosh Theatres. My ability to establish rapport quickly in brief interactions is what led to my promotion to VIP Host at DM Theatres and what landed me a £100 bonus from the mystery shopper within my third week of joining Itsu. Lasty, I was able to develop my creativity and problem-solving skills in my role as a Service Pro by suggesting ways the customer journey, through the interactive kiosks, could be made simpler and easier to use. Being recognised for this suggestion in the company’s quarterly brief, and indeed seeing the change through, is a small legacy I’m proud to claim ownership for and am eager to contribute more innovative ideas in a more tech focused role.

I am passionate about starting a career in Software and am looking for a junior role which can develop my knowledge and experience**.** Keen to leverage my creativity and technical abilities to contribute to a dynamic team and build impactful solutions to real-world projects.

**Education and IT Training**

**04/24 - 07/24**  **Just IT Training Ltd, London**

**Digital Skills Bootcamp: Software Development**

An intensive bootcamp covering the fundamentals of Web and Software development.

**Modules:**

* + Understanding the main phases and activities of the SDCL and the range of software development methodologies and the roles within the software team.
	+ Fundamentals of developing Web based project.
	+ Understanding basic methodologies for using HTML & JavaScript.
	+ Use of CSS within a web-based product.
	+ Understanding the importance of linking software to databases.
	+ Understand the difference between functional and non-functional requirements, normalisation and key features of databases and data stores, relational databases.
	+ Understanding the requirements to create a database.
	+ HTML, CSS, JavaScript, Python and SQL

**08/18 - 06/21**  **West London University, Ealing**

Actor Musicianship, BA (Hons), First Class Honours

**09/11 – 07/18 Darrick Wood School, Bromley**

A-Level’s: B, B, C

 GCSE’s: A-B

**Key Skills**

* HTML, CSS, JavaScript, Python, SQL, Basic Syntax and Semantics, Data structures, Functions and Procedures, Error Handling, Debugging.
* Problem-solving: Can effectively troubleshoot and resolve software issues.
* Interpersonal skills: Can communicate effectively within a team of varying technical skill levels.
* Critical thinker: Can independently research, evaluate and draw logical conclusions.
* Adaptability: Can stay on top of projects with changing parameters and keep ahead of industry advancements.
* Persistence: Can remain tenacious through obstacles and stick with problems until a solution is found.

**Employment History**

**12/23 - Present**  **Itsu, Regents Place**

**Service Pro**

* **Demonstrated exceptional customer service skills,** as evidenced by receiving the Butterfly Award within three weeks of joining the company for resolving a complex customer complaint involving a technical issue with the company app. I was able to simplify their interface by personalising the app through its settings and save them money by promoting the app's features and benefits.
* **Demonstrated strong troubleshooting and problem-solving skills** by identifying that the point of sales system was set to manually update resulting in frequent crashes. By bypassing the manual update mechanism that was malfunctioning, I successfully eliminated the crashes and restored normal operations resulting in operational efficiency and improved customer satisfaction.
* **Demonstrated strong communication and creative skills** by developing a unique social media campaign that glorified a new snack range as thought it was a new romantic relationship. This elevated the content as the playful theme created more excitement with customers resulting in a 3% rise in social media engagement when it launched.
* **Demonstrated strong problem-solving and innovation skills** by suggesting that the user interface of the kiosks could be improved by reducing the number of clicks needed before they start ordering food to simplify the process and improve wait times. This suggestion was not only accepted but implemented and I was invited to the company’s quarterly brief to accept two awards in recognition for this and my part in the social media campaign.

**04/23 - 12/23** **Bionic Services Limited, Mincing Lane**

**Senior Consultant**

* **Demonstrated exceptional communication and interpersonal skills** by maintaining composure and professionalism in a high-pressure, target-driven environment and became an escalation contact due to the trust in my behaviour. By absorbing their requirements and then then using various product knowledge to provide relevant solutions I quickly built relationships with clients. My experience allowed me to handle in depth questions and tailor the response to specific situations.
* **Demonstrated strong adaptability and analytical skills** by independently sourcing market insights and contributing to sales forecasts, such as identifying that rain was a precursor to an increase in enquires from SME’s owing to slower business. By analysing these lead generation trends and reporting findings in both written and graphical formats, I facilitated data-driven decision-making to improve lead follow-up strategies, resulting in a 5% improvement in conversion rates for my team.
* **Demonstrated strong leadership and teamwork skills** by collaborating with team leaders and sharing best sales practices and techniques to upskill our team efficiently. Mentored junior team members and educated them in negotiation tactics, and customer relationship management, contributing to their professional development and overall team efficiency.
* **Demonstrated exceptional time management and organizational skills** by managing a consistently updating pipeline of over 200 leads, ensuring follow-up calls were scheduled promptly, avoiding scheduling conflicts and maximizing productivity. Consistently met weekly conversion deadlines, even during peak sales periods by prioritizing my daily conversion targets. This dedication to organization and time management resulted in consistent overachievement of sales targets, leading to two promotions within two months.

**08/21 - 04/23**  **Delfont Mackintosh Theatres Limited, St Martin’s Lane**

**Seller Assistant/VIP Access Host**

* **Demonstrated strong analytical and problem-solving skills** by identifying trends in customer consumption patterns and implementing strategies to optimize inventory management. My feedback increased the availability and sales of high profit items like the De Luca Prosecco, and I was also able to pinpoint discrepancies in delivery data using keen attention to detail when creating delivery spreadsheets which resulted in improved inventory management and cost savings.
* **Demonstrated strong organisational skills** **and adaptability** during the COVID-19 pandemic by implementing measures to mitigate the continued effect of the virus, in particular: trained a team of seven in correct use of PPE, revised hazard protocols, and maintained incident logs to inform new policy measures. This allowed for a wider selection of products to be sold safely at 28 events and reduced staff absences, ensuring continued operations.
* **Demonstrated** **exceptional customer service** to VIP patrons, ensuring a personalized and memorable experience. I also implemented a policy of recommending drinks and snacks as my team brought patrons into the venue, which led to increased sales revenue and enhanced the VIP experience.
* **Demonstrated strong verbal communication and teamwork skills** by taking on the extra responsibilities of quickly establishing rapport with patrons with health conditions and impairments. I also received specialist training and collaborated with team members to implement new ways to enhance such patrons experience, like giving them mandatory tutorials on how the Sennheiser headsets can be used in conjunction with hearing aids before the show begins, freeing up members of staff and preventing mid-show confusion.

**Interests and Achievements**

**Computing:** As a dedicated technology enthusiast, I've actively pursued self-directed learning through online platforms. I've successfully completed comprehensive courses on Codecademy and CodeCamp, solidifying my foundation in HTML, CSS, JavaScript, Python and SQL. These courses have equipped me with practical skills and a strong understanding of core programming concepts, enabling me to embark on personal projects and continue my journey as a self-taught developer.

**Hobbies:** As a dedicated chess enthusiast, I enjoy participating in local tournaments and analysing games to improve my skills, through this I was able to achieve a 500 Elo rating and I strive to improve this by the end of the year. Beyond the chessboard, I maintain a healthy lifestyle through regular gym workouts and set diet targets I must reach to build the physique I’m aiming towards. I am also a dedicated musician and find great joy playing a variety of musical instruments, including trombone, piano, and euphonium. My passion for music extends to analysing its theoretical foundations, delving into scales, chords, and harmony.

**References available upon request.**