







PERSONAL INFO

 matthew-harvey.github.io
 github.com/Matthew-Harvey
 linkedin.com/in/m-harvey/
 matthewtlharvey@gmail.com
 07936059463
 Leicester, UK

SUMMARY







Aspiring software developer with previous customer service experience in a large operation with a 30+ person agent team. Relevant volunteering experience in a development environment optimising and solving issues with live systems.

SKILLS



Core Languages:

 JavaScript  C#
 Java  PHP
 C  Python

Frameworks:

 ASP.NET  Node.js
 jQuery  Bootstrap
 Django  AJAX

Other:

 HTML  CSS
 Agile  SQL
 Git  AWS

EDUCATION

BSc Computer Science, De Montfort University
September 2020 - Current

A-levels:
Computer Science A, Maths C, Chemistry B

GCSEs:
10 ranging from grade 8-5
including English, Maths, Science

Matthew Harvey

SOFTWARE DEVELOPER


PROJECTS

Spoura Ecommerce 
[Github](#) [Website](#)

A business site that acts as an online shop for clothing and other various items. Modelled off existing Ecommerce stores.

Parallax Diner 
[Github](#) [Website](#)

This site is developed as a sample for a Restaurant Business to market its menu.

Job Finder  
[Github](#) [Video](#)

This software provides recommendations for a new job and looks at listing sites for ideal jobs, specific to the user.

Chess 
[Github](#) [Website](#)

A website that lets users play 2 players, Vs Computer, watch bots play chess etc.

WORK EXPERIENCE

Customer Service Advisor

Serco (Contract + Remote) May - September 2020

Conducted outbound calls to a person in contact with another individual that has received a positive coronavirus test advising them to self-isolate, as part of the NHS COVID-19 contact tracing programme.

- Communicated with the public, 100% of contacted cases successfully isolated without any concerns unaddressed.
- Solved any queries during a call while following escalations, 89% response rate within call, preventing call-backs.
- Updated records accurately and efficiently with an overall of 0% reported errors from allocated calls.
- Maintained an average adherence of above 98% with a target of 90%.

Volunteer

Leicestershire County Council June 2019

Worked alongside employees on various types of software to assist in the development and optimisation of existing systems.

- Implemented new and altered existing, JavaScript validations/testing scripts that saved multiple hours in production.
- Assisted with incoming service issues and recorded appropriate outcomes at an overall successful completion rate.