

CURRICULUM VITAE

A detail-oriented professional with a passion for coding and problem-solving, transitioning from managing contact center teams to pursuing a career in software development. To facilitate this transition, I have recently graduated from a coding Traineeship as a full stack developer including completing 2 real-world projects successfully to specification using a wide range of programming languages. I have excellent customer service, communication, teamwork and organization skills and a strong work ethic. Eager to leverage acquired skills in communication and teamwork to contribute effectively to dynamic development projects and continue learning and growing in the field of software development.

PERSONAL DETAILS

NAME: Carl Booth

RESIDES: London

TRANSPORT: Public transport

RIGHT TO WORK: British Citizen

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CODING TRAINEESHIP

IT Career Switch Ltd
Coding Traineeship – Full stack developer
1-year program

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

- HTML5, CSS3, JavaScript
- PHP, SQL, React, jQuery
- Python, Node.js, Bootstrap
- Command line Git, Github
- Remote API access

ADDITIONAL TECHNOLOGIES:

- Express, PostgreSQL

DEVELOPMENT EXPERIENCE:

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

Portfolio Project #1: “Gazetteer”

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.

CAREER HISTORY:

May 2024 – Present
POSITION HELD:

Freelance
Web Developer

- Created a static website for a renewable energy startup company called Arkai Consultancy Ltd - <https://arkaiconsultancy.co.uk/>
- Arkai required a 48-hour turnaround on this website which I was able to deliver the final product within due to having meetings set up within the week for potential clients

Mar 2021 – Present
POSITION HELD:

Adiuvo
Contact Centre Supervisor

- Supervised all Inbound Customer Service Representatives throughout the shift by actively supporting, guiding and monitoring their work
- Available and approachable as a point of contact to answer questions and provide support for all agents
- Monitored all tickets created and updated in real time to ensure they were correct, accurate, easily understood, grammatically correct and had all the required information
- Handled any escalation calls that came through the team and highlighted any potential complaints to the management team
- Fed back any complaints to individual staff members as required, ensuring they understood the reason for the complaint and allowed opportunities for discussion of the complaint
- Responsible for the creation and maintenance of a company-wide rewards program
- Held individual monthly one-to-ones with all agents to discuss ongoing performance and address any concerns

Apr 2020 – Mar 2021
POSITION HELD:

Lifetime Training
Learner Services Team Leader

- Managed daily workflows for the entire team, sending out daily schedule and delegating tasks
- Ensured the achievement of the team’s KPIs, including productivity and QA measures
- Reported on daily, weekly and monthly team performance in operational management meetings to key stakeholders
- Suggested and implemented changes to the team’s processes/ways of working based on analysis of the above metrics to department heads
- Led daily and weekly team meetings
- Behavioural management of all team members in line with HR policy
- Coached and developed team members where needed to improve overall performance
- Identified developing trends to improve efficiency and service

Mar 2019 – Apr 2020
POSITION HELD:

Lifetime Training
Senior Learner Services Advisor

- Positively impacted the success of the completions team to achieve monthly and yearly completions/success rate targets
- Coached team members to help drive success against KPIs and quality metrics whilst continually pushing learners to engage and progress on their course
- Led the team of mentors and advisers in the manager's absence to drive MCQ bookings/attendance, completions and the progression of learners on their courses
- Onboarded all new starters, ordered equipment, set up systems and completed induction training
- Highlighted new learners who could be potentially added to the completions pot and replace learners already pushed through to completion

May 2018 – Mar 2019
POSITION HELD:

Lifetime Training
Learner Services Advisor

- Coached new staff, teaching them how to use systems and all parts of the learner journey
- Drove completions and pushed learners to submit work in a timely fashion across both SLC and B2C learner pools
- Convinced learners to leave positive Google reviews on the Lifetime Training web page
- Answered inbound calls, responded to emails and called learners to provide a welcome call or re-engage them if they became disengaged
- Kept internal systems up to date with any learner interactions to ensure accurate reporting for senior management

Nov 2017 – Apr 2018
POSITION HELD:

HSBC
Complaints Handler

- 75% of time was spent clearing a backlog of breached mortgage repayment protector complaints; the other 25% was spent on live complaints as they were made
- Circa 8000 Mortgage Repayment Protector complaints to be completed within the six months as a team with a target of 35 each per week
- Reviewed documents/decisions and called customers for additional information
- At times liaised with the Financial Ombudsman on challenged decisions
- Worked closely with partner companies to make sure all information used for decision making was accurate

May 2017 – Sep 2017
POSITION HELD:

Computer Futures
Recruitment Consultant

- Brought in new business from a previously unworked market
- Regularly met candidates/clients and provided excellent service by gaining a clear understanding of their needs
- Business development activity targeting new and existing clients, including research, canvass calls, and quality calls, establishing and building relationships with existing and new key stakeholders

- Effectively screened candidates and matched to appropriate vacancies, understanding their key skills and selling these skills to the hiring manager and arranging interviews

Aug 2016 – Apr 2017
POSITION HELD:

Ovo Energy
Team Leader

- Led a team of 25 sales agents
- Reported department performance to key stakeholders in weekly and monthly meetings
- Coached agents to improve performance
- Took over complaints calls
- Completed recon reports, daily reports and the commission report
- Conducted monthly one-to-ones with team members
- Managed team workflows and changed which campaigns team members were taking calls/dialling out from

Feb 2016 – Aug 2016
POSITION HELD:

Ovo Energy
Telesales Agent

- Took inbound calls from potential customers to convince them to switch their energy supplier
- Worked on three campaigns, inbound, lead generation and cold call
- Hit monthly conversion target of 60% whilst keeping average call length under 11 mins

Jun 2015 – Feb 2016
POSITION HELD:

Ovo Energy
Smart Outbouncer

- Cold called customers and arranged smart meter installations targeted at 1.9 bookings per hour
- Attained a high compliance score

Jan 2015 – Jun 2015
POSITION HELD:

News Vending Solutions
News Vendor

Apr 2014 – Aug 2014
POSITION HELD:

Home Fundraising
Fundraiser

Oct 2012 – Dec 2013
POSITION HELD:

Tresspass
Shop Assistant

Aug 2012 – Sep 2012
POSITION HELD:

Dunelm Mill
Shop Assistant

EDUCATION:
2010 – 2012

Petroc
BTEC Extended Diploma in Music Performance
NCFE Level 2 Music Performance Skills

Great Torrington Secondary School
Six GCSEs (*Grade: A* – C*)
Level 2 ICT OCR National Award