# Joshua Morgan

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## About Me

I am a motivated and ambitious individual with great communication skills. I have developed a strong business sense working in small companies where I have been close to the decision-making in the software and customer process which allows me to have a unique perspective in my field. I am now seeking new opportunities at an organisation where I can grow and develop my skills. Outside of work, I am an avid weightlifter and my interests include combat sports plus following the progression being made in the space sector. My combination of professional dedication and personal interests makes me a well-rounded candidate and individual.

## Technical Skills

- C# / ASP .NET
- HTML / CSS
- Javascript
- SQL
- Git/GitLab/GitHub
- Tailwind
- Bootstrap
- Abp Framework
- Office365 / Trello

## Soft Skills

- Public Speaking
- Problem Solving
- Team Working
- Communication
- Conflict Resolution
- Creativity
- Emotional Intelligence
- Open Minded
- Full/Clean Licence

## Work Experience

### Junior Software Developer, Advanced Secure Technologies
*07/2021 - Present*

- Full stack developer using .Net, Javascript, and MSSQL, completing 700+ tickets consisting of bugs, features and epics
- Participated in team discussions and provided input on upcoming features and epics
- Used version control using Git
- Gained devops experience using Docker followed by GitHub Actions for 4 different projects
- Completed multiple courses on Pluralsight to broaden skill set
- Recognized for strong defensive programming and SOLID principles
- Skilled in prioritisation and ticket management, including requirements gathering
- Gained experience with unit testing using FakeItEasy and NUnit
- Helped with automation testing using Cypress, setting up automated pipelines on GitLab to run nightly

### Technical Support Analyst, Alcumus
*12/2020 - 07/2021*

- Provided Tier 1 technical support to 700 employees based in the UK and Canada via phone and email
- Documented systems and solutions for complex issues using Confluence and Manage Engine
- Initiated and helped implement a tracking system for monitors sent to remote users

- Improved new starter process, resulting in increased efficiency and better management


*Course Representative for Final Year Students*
*09/2019 – 06/2020*

- Liaised with students to resolve any issues or lack of resources related to the course
- Pushed for software plugins such as OpenDyslexic to help struggling students
- Helped peers manage complications caused by the Coronavirus pandemic
- Ensured that tools and resources were made available during university lockdown

*ICT Technician, JPS Technical Services LTD*
*07/2016 – 05/2020*

- Provided general IT support and administration, such as setting up and configuring desktop computers for new offices and companies
- Most jobs involved running and installing category 5/6 cabling through office buildings into servers
- Volunteered to help with large assignments as needed

## Education

*2017 - 2020*

BSc Computer Science (2:1)

- o **Undergraduate projects included:** Object Oriented Programming, Database Development, Data Structures and Algorithms, Mathematical Tools for Computation, Secure Programming Principles, AGILE, Event Driven Programming, Intelligent Systems, Mobile Systems and Applications and Information Management.

*2015 – 2017*

Level 3 National Diploma in Information Technology (D*D*D)

*2013 – 2014*

NVQ Diploma in Performing Engineering Operations with Engineering Practices (Pass)

City & Guilds Diploma in Electrical Installations; Buildings and Structures (Pass)

*2013*

8 GCSEs (Including English and Mathematics)

## Additional Contributions

Achieved a PASS Award (Peer Assisted Support Session Leader) For assisting first year students with extracurricular sessions, helping them with their C++ project work.

Worked on a variety of Pluralsight Course Badges, LinkedIn Badges and Certificate Awards Available to be seen on my personal website as found in the header of this CV.