GitHub | LinkedIn | emmacameron219@gmail.com | Glasgow

EMMA CAMERON

Professional Statement

I am a creative and problem-solving Junior Developer with over 2 years experience in IT customer support who is eager to transition into a cloud data platform engineering opportunity.

I have developed a keen interest in coding while working with customers to resolve issues while flagging bugs to internal developers. My experience in IT support has equipped me with the ability to communicate effectively with both customers and developers, and I am confident that I can leverage my skill set to excel in a coding role.

Technical Experience

CodeClan/CodeBase, Glasgow   **August 2023 - November 2023**

Professional Software Development Course

CodeClan is an intensive coding bootcamp where over the course of 16 weeks, I completed over 800 hours worth of hands-on coding, through both solo and group projects. Below are some of my most recent projects.

Subway Samurai | Platformer & Turn-Based Combat Game   **Github**

Technologies used: Java, JavaScript, React.JS, HTML, and CSS.

- **Brief:** 2 week group project to build a full stack application.
- **Features:** Game with success/failure redirect screens, usable health items, 2 separate attacks, sound effects, and background music.
- **Learning Points:** Using module CSS and using Howler library for sound effects/background music.

Navigate | Internal Social Care Services Management App   **Github**

Technologies used: JavaScript, MongoDb, React.JS, and CSS.

- **Brief:** 1 week group project to create a full-stack application using JavaScript with a custom brief.
- **Features**: A full stack application with CRUD functionality; allowing a user to create, update, view and delete users as well as view services on an ArcGIS rendered map. As we wanted to achieve a lot in the first version of this application, I ensured we had clear daily goals and agreed goals.
- **Learning Points:** Creating RESTful APIs, using ArcGIS map library, and mobbing.

Kendo Sport Scoring App   **Github**
Technologies used: Python, PostgreSQL, HTML, CSS.
- **Brief:** 1 week solo project to create a full-stack Python app.
- **Features:** Sport scoring application for the martial art Kendo with basic CRUD functionality, where users can create/update/view/delete players, teams and matches.
- **Learning Points:** Creating RESTful APIs, creating custom SQL queries, and using PostgreSQL.

Technical Skills

- JavaScript
- Java
- Python
- SQL and MongoDB
- HTML/CSS
- Github
- TDD and OOP
- Spring
- RESTful workflows

Work Experience

Lygates, Glasgow   **July 2023 - Ongoing**

- Utilising Xero accounting software to maintain precise and up-to-date financial records.
- Proof-read technical fire expert reports, analysed data to identify trends, and create supplementary graphs/tables.
- Managed Prof Lygate's diary and coordinated international travel arrangements.

Blackbaud Europe, Glasgow   **April 2022 - July 2023**

Since joining Blackbaud Europe in 2022, I quickly progressed from a Customer Support Associate to Associate Specialist to becoming a Staff member, supporting multiple different products ranging from CRM such as the Raiser's Edge/RE NXT, NetCommunity website designer, and Online Express email and form designer. I have had many responsibilities over my year there, below are my most recent responsibilities and highlights.

- Prioritised and managed a high volume of support tickets to meet case milestones, taking ownership of high-priority support tickets, documenting and raising bugs, and liasoning with developers to ensure timely resolution of customer issues.
- Delivered outstanding customer support by promptly and efficiently responding to customers inquiries and resolving complex technical issues achieving a 93% customer satisfaction rate for Q3 and Q4 2022.
- Coordinated with Sales and Customer Success to provide customers with training opportunities, ensuring that customers received the support they needed to effectively use the product.
- Received the "*We Expect The Best*" award for Q2 2022, recognising my ability to seamlessly transition into the European team and support additional products, resulting in increased productivity and efficiency.

Blackbaud, Glasgow   **April 2021 - April 2022**

After joining Blackbaud in 2021, I went from a Customer Support Associate to an Associate Specialist for the North American region supporting the CRM the Raiser's Edge/RE NXT. During my time I had many responsibilities, below are my most recent responsibilities.

- Participated in the mentoring program and mentored newly onboarded team members, providing guidance and support regarding technical issues and customer support best practices.
- Managed IT tickets on an independent basis, collaborating with the Customer Success team as well as other internal teams to ensure prompt and effective resolutions resulting in customer satisfaction 96% rating for Q1 2022.
- Conducted in-depth investigations and analyses of application issues to identify root causes, and collaborated with internal teams to implement appropriate fixes or workarounds.

Education

University of Edinburgh, Edinburgh   **Sep 2016 – Jun 2020**

Chinese & German MA, 2.1

- `Demonstrating strong communication skills, both written and verbal, in Mandarin Chinese as well as German. Including studying abroad at Zhejiang University (`浙江大学`) and interDAF Leipzig.`

Volunteering

Kendo coach, Strathclyde University Kendo Club   **Sep 2023 - Ongoing**

- Assisting the captain in ensuring beginners understood the basics of the martial arts and ensuring there is a safe environment for all practitioners in the dojo.

Kendo coach, Edinburgh University Kendo Club   **Sep 2022 - May 2023**

- Arranging internal tournaments to give students exposure to the competitive side of martial arts in a low pressure environment.
- Accompanying the club as they compete at tournaments across the United Kingdom and ensure there is a safe environment for all practitioners.