George Marsh
Software Engineer

Personal Details
Email: georgemarsh1809@gmail.com
WhatsApp: +44 7783 001911
Portfolio Site: https://georgemarsh.co.uk/
LinkedIn: https://www.linkedin.com/in/george-marsh-78242a193/

Personal Summary
- ❖ A **driven** and **creative problem solver**, most recently as a Software Engineer in an **Agile** team; led **deployment**, **DevOps**, and service, ensuring continuous delivery.
- ❖ Hands-on experience utilising modern and legacy technologies in **Linux** environments, such as **Azure**, **Docker**, WebLogic and **ServiceNow**.
- ❖ Familiarity with various programming languages in a range of contexts, from academic to industry; **React.js**, HTML/CSS, **Python,** Java and **SQL**.
- ❖ **BSc** completion alongside previous role, allowing for **real-world consolidation** of academic studies, building experience in every stage of the **SDLC**.
- ❖ **Emotionally intelligent**, **adaptable**, effectively **communicative** and **collaborative**, with a motivation for **human-centered design**, health and **sustainability**.

Education
- ➜ **BSc (1st Class Hons) Digital and Technical Solutions** (Software Engineering), **(2021 - 2023),** *University of Winchester, UK*
- ➜ **Level 4 HNC** in Software Testing, **(2019 - 2021)** *Firebrand Training, UK*
- ➜ **A-Levels,** in Physics, Mathematics, Computer Science (2017 - 2019) *Queen Elizabeth's Grammar School, Kent, UK*
- ➜ **15 GCSEs,** including A*s in Mathematics, English Literature, English Language and Physics **(2017),** *Queen Elizabeth's Grammar School, Kent, UK*

Technical Skills Summary
- ➜ Change management/implementation, using **ServiceNow**, **Azure, Docker, Linux**
- ➜ Development in various languages, primarily **React.js, HTML/CSS**, **Python** & **Java**
- ➜ Wireframe and **UI/UX design** for web based applications using **Figma**
- ➜ Incident investigation, **root cause analysis** and resolution
- ➜ Working within a modern **Agile** team, project tracking with tools such as **Jira**
- ➜ **MySQL** and **Postgres** Databases
- ➜ **WebLogic** and **Linux** command lines
- ➜ Highly proficient in common **Microsoft tools**, such as Word and Excel

Soft Skills Summary
- ➔ High level of **emotional intelligence**
- ➔ Exceptional interpersonal skills; **adaptability**, **mediation**, and **communication**
- ➔ Meticulous and **precise attention to detail**
- ➔ Excellent ability to **grasp new ideas** and **incorporate** them into **current problems**
- ➔ **Logical** and **creative approach** to **problem solving**
- ➔ **Open**-**minded** and **cognitively flexible**
- ➔ Can work well **alone** or **in a team**

Work Experience
Software Engineer, CGI IT UK (Sept. 2019 - Jan. 2025)
- ➔ CGI's flexibility enabled me to try out various roles whilst completing my studies; from tester to technical support analyst, to application and operations.
- ➔ My most recent role was on a project related to criminal justice in the UK, where I developed my technical skills, managing operations and service on a web application.
- ➔ Specialised in the deployment process and change management, making use of modern tools to ensure continuous delivery..
- ➔ Managed service and incidents using tools like ServiceNow and Jira.
- ➔ Worked on technical documentation of infrastructure and release instructions.

Customer Consultant, Carphone Warehouse (Aug. 2018 - July, 2019)
- ➔ Helped customers choose a new phone contract that was best suited to them by quickly building rapport and empathising with their needs.
- ➔ Performed tasks such as data transfers and contract renewals.

Sales Assistant, Home Bargains (Feb. 2017 - July, 2018)
- ➔ Worked as a sales assistant, building invaluable soft skills whilst learning some basic fundamentals of how the retail industry works.
- ➔ Duties included reloading stock, helping customers and serving at the tills.

Junior Football Referee, Kent Football Association (Dec. 2015 - May, 2017)
- ➔ Completed the Kent FA's course to become a junior football referee, officiating junior football matches on weekends.
- ➔ Improved social confidence and communication skills, managing high-pressure situations from a young age.

Other Qualifications
- ➔ **AWS** Cloud Practitioner (2022), **ISTQB** Foundation (2020), Full Driving License (2018), **Duke of Edinburgh's** Bronze Award (2016)