
James Sloss

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PROFESSIONAL OVERVIEW

More than 30 years' experience working for British Telecom, providing and supporting quality service delivery. Seeking to put under-utilised knowledge and skillset to better use and to further develop these skills within the working environment.

Working within a target driven environment I am not only individual, team and company focused, but also results orientated, with excellent analytical and problem-solving skills.

KEY SKILLS

Great Team Player

Experience of working with customers, colleagues, and associates across different teams, sizes and locations. I have also coached and managed several teams, winning two awards for competitive work completed within teams.

Web Design

Proficient in using HTML and CSS as building blocks for web pages and apps, while also having recent experience in creating projects using Javascript, PHP, JSON, JQuery, MYSQL, Ajax and APIs.

I have also created websites using Wordpress and a WebApp using the Django Framework, with Python for the backend processing.

Programming Languages

During my Degree I studied mainly Java, which provided me with a sound understanding of Object Oriented programming principles. Since then, my main experience has been with Python3 and Javascript.

Environments, Frameworks and Libraries

With Java I have experience with BlueJ, Netbeans, Eclipse and IntelliJ, and with Python I use Idle, Notepad++. PyCharm and VS Code, but now I do most work through VS Code.

I also have experience with the Django, Flask and Bootstrap frameworks, as well as the Nodejs, React, and Panda libraries.

Other Technical Skills

I am an advanced user of Excel, and can use look up tables, pivot tables, macros and VBA to build reports and automate tasks.

EDUCATION

IT CAREER SWITCH Coding Traineeship

2023 – 2025

Extensive training in software development, including in HTML, CSS, Javascript, PHP, Bootstrap, JQuery, MYSQL and Python. Completing a large number of projects providing hands on experience.

OPEN UNIVERSITY BSc Hons IT & Computing Degree

2001 – 2011

Included extensive study of computing and IT, including Digital communications, communication technologies, software development methods, practices and languages.

OPEN UNIVERSITY Diploma in Information Technology

2004

CAREER HISTORY

British Telecom : Voice Services Advisor

2011 – Present Portadown NI

Currently I work as part of a team handling 999 emergency calls. This involves adhering to tight schedules and targets while being flexible within a continually evolving environment.

I have recently been selected as the Continuous Improvement practitioner within the center and received training in best CI practices and methodologies.

Outside of this I utilised Visual Basic for Application (VBA) skills to create an [excel dashboard](#) which used macros to automate report building and graphical displays. This aided call and staff management within a busy contact centre, making the running of the centre more efficient.

British Telecom : Management Admin Support

2009 – 2011 Belfast NI

Completed daily, weekly, monthly and quarterly reports and excel dashboards for several contact centres. Organised meetings to present this information in the form of presentations to centre managers.

I also utilised VBA to automate report building which included reducing a daily 3-hour task to just a few minutes.

British Telecom : Earlier

1995 – 2009 Belfast NI

Undertook various roles, including those of team coach and team manager for several teams.