# Joey Huggett

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## Personal statement

An extremely hard working individual, with a passion for learning the intricacies of specific tasks as to improve performance, passionate about IT, very loyal and easy to get along with, good at time management, can work under own initiative and very eager to learn new skills.

## Key Skills

- 55 Words per minute typing
- Very advanced Microsoft excel skills including pivot tables and VBA, competent with Word and other software
- Full UK driving licence with no endorsements
- Officially trained to operate fork lift truck.
- Knowledgeable about computer software and hardware
- Knowledge of plumbing and electrical materials
- Good multi-tasker
- Quick Learner
- Moderate C# Skills
- Moderate SQL Skills
- Basic HTML, CSS and JavaScript.
- Basic SSRS Reports.
- T-Total and Non-Smoker

## Employment History

### Service Desk Agent, Comtrex

*(August 2019 – Present)*

Achievements and responsibilities:

- Winner of the company wide Values in Action award for Innovation for developing tools to assist the support desk.
- Resolving customer issues with regards to networking, software or database issues.
- Escalating issues to field service engineer scheduler.
- Other Ad-Hoc tasks.
- Working with the programming department and US developers on ad hoc projects.
- Developed backup call logging system using SQL Lite and C# for team to use if failure of primary system.
- Developed asynchronous printer scanner utility for the support desk to use to locate printers across multiple terminals.
- Created JSON parser for bespoke report for client.
- Developed database conversion testing application to diagnose issues with procedures when database conversion has been undertaken.
- Created VB Script to replicate registry keys to allow duplicate menu update profiles to be automated saving vast amounts of time.
- Created C# program to manipulate Access database to split sales negating the need to copy entire database back to site, increasing productivity.
- Repaired existing "move sales script".
- Running evening and weekend shifts.
- Logging incoming calls and emails.

## Sales Support, Euroffice LTD

*(September 2018 – August 2019)*

Achievements and responsibilities:

- Managing sales agent's emails.
- Taking phone calls.
- Resolving customer's queries.
- Liaising with suppliers.
- Preparing quotes for sales agents.
- Preparing post
- Enhanced the system for quote preparation by implementing a database of known competitor codes and created a facility to compare and create contracts from quotes and core lists.
- Worked on toner compatibility spreadsheet to assist in finding correct toners for quoting.
- Worked with sales agent to create system to quickly sort contract lines based upon certain margin criteria.

## Multiple Roles, East Grinstead Bathrooms & Kitchens / tapstore.com / EGBK Installations
*(April 2013 – September 2018)*

Achievements and responsibilities:

- Created a link between the epos system and the quoting system to greatly speed up quoting
- Created a script to match shipments and invoices to orders for the analysis of sales greatly increasing accuracy
- Built PC based CCTV system to replace failed one
- Created a relational database in excel to manage customers, generate invoices manage quotes and add memo to specific installations
- Simplified the filing of the CIS by making the certificates auto generate with a script
- Filing and paying the CIS for subcontractors, paying subcontractors, booking dispatches and sorting incoming deliveries, taking telephone orders and general customer service, processing orders, adding products onto the website, processing images, processing monthly sales report, general IT work including maintaining PC hardware, fork lift truck operating, general maintenance.
- Organising the IT/telecoms and alarm system for the new unit

## Sales Assistant, DT Electrical, East Grinstead / Haywards Heath
*(Oct 2010 – April 2013)*

Achievements and responsibilities:

- Advising customer on electrical products
- Ordering products from suppliers
- Receiving and organizing incoming deliveries
- Exporting orders from epos system to be imported by book keeper
- Chasing outstanding debt

## Labourer, Various Construction Companies
*(2003 – Oct 2010)*

Achievements and responsibilities:
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- Hod Carrying
- Electrics
- Plumbing
- Plastering
- General Labouring

# Side Projects

## QMS

*(December 2019-February 2020)*

- **VB.NET**
- **SQL Server**

Built a quote management system for an installations company as a means to learning SQL server, using VB.net as I had experience with VBA meaning I could concentrate on the SQL aspect of it, complex aspects of the project including analyzing projects which could be grouped separately to statements and creating a simple workflow for the user.
The reports were done through Microsoft Excel where the client would push the data to a template then render to a pdf, this allows the end user to alter the template if needed.

## Zinc

*(February 2020-May 2020)*

- **C#**
- **SQL Server**

Developed an order processing system for client to import orders from Magento webstore and place orders with suppliers.
This was my first big project using C# which I wanted to progress to after becoming adept at using SQL. Taking from what I had learnt with QMS, I had put more of the computation into SQL stored procedures opposed to having the T-SQL in the client.
Created a connection to a REST API to import the orders increasing productivity.
Built in reports were done using RDLC reports and the report viewer control.
SSRS reports were also set up for business intelligence.

## QPOS

*(May 2020-November 2022)*

- **C#**
- **SQL Server**
- **VBA**

Developed a POS for a kitchens and bathrooms store.
Pushing the products from their EPOS system into the database via a VBA Macro.
Creating Facility for users to upload supplier catalogues for quoting purposes.
Reports were done through RDLC reports.
Previous revisions system allowing the user to track changes to quotes.
Created follow up procedure allowing user to chase non converted quotes.
Added locking system to maintain data integrity and allowed records to be opened in client in read only mode.
Created ordering status facility to track progress of orders once confirmed.
Ability to create purchase orders, invoices and statements.
Facility to easily check the status of an order line to prevent uninvoiced / unpaid goods being dispatched.
After initial phase developed into complete POS system including invoicing, statements, stock management, purchase orders and returns deployed to Azure SQL Server.

## Education

**Imberhorne School**
*(September 1997 – June 2001)*

4 GCSEs, grade C, including Maths and English

## Hobbies & Interests

I repair laptops and PC's for friends and relatives as I have a keen interest in technology.

I am always keen to learn new things and am usually doing an online training course in my spare time, enjoy video games.

## References

References are available upon request.