

SIMON MORRELL

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EDUCATION

DECEMBER 2023

BACHELOR OF SCIENCE (HONOURS) IN COMPUTING AND IT (SOFTWARE) - UPPER SECOND-CLASS HONOURS (2.1) THE OPEN UNIVERSITY

Solid foundation in software development, algorithms, and data structures. Extensive coursework and hands-on projects in web development, database management, and programming languages.

AUGUST 2013

HND CLASSICAL MUSIC – DISTINCTION EDINBURGH COLLEGE

Awarded a Higher National Diploma with Distinction, demonstrating proficiency in classical music performance, theory, and composition.

SKILLS

- **JAVASCRIPT (JS) & TYPESCRIPT (TS):** Proficient in developing dynamic and scalable web applications using modern ES6+ syntax and TypeScript for robust, type-safe code.
- **REACT:** Experienced in building responsive, component-based user interfaces using React. Proficient in React Hooks, state management, and integrating APIs to create seamless web applications.
- **PYTHON:** Utilized in the "Algorithms, Data Structures, and Computability" course, gaining a strong grasp of algorithmic problem solving, data manipulation, and computational theory.
- **JAVA:** Skilled in object-oriented programming (OOP).
- **POSTGRESQL:** Experienced in designing, managing, and querying relational databases with PostgreSQL.
- **GIT:** Proficient in using Git for version control, including branching, merging, and collaborating with teams using platforms like GitHub and GitLab.

EXPERIENCE

NOV 2022 – PRESENT

CUSTOMER SERVICES ADVISOR (INCOME TAX) - HMRC

CUSTOMER SUPPORT: Address inquiries on tax obligations and payments. Provide information on tax codes, allowances, and deductions.

TAXPAYER EDUCATION: Inform about tax law changes and deadlines. Promote compliance and educate on taxpayer rights and responsibilities.

TECHNICAL SUPPORT: Help navigate HMRC's online services and resolve technical issues. Assist with account access and online document submission.

RECORD KEEPING: Update and maintain accurate taxpayer records. Ensure confidentiality of taxpayer information.

PROBLEM RESOLUTION: Handle complex tax issues and disputes. Escalate cases needing further investigation.

CUSTOMER SERVICE: Deliver high-quality, empathetic customer service. Gather feedback for service improvement.

CONTINUOUS IMPROVEMENT: Stay updated on tax laws and HMRC procedures.

AUG 2021 – JULY 22

SHOP MANAGER - DR VAPOR LTD

Duties Include: Electronic Cigarette (Vape) sales · E-Liquid Sales · Stock Level Monitoring · Till operation · Cash Handling · Complaints handling · Receiving deliveries · Ordering Stock · Rota Management

ACTIVITIES

I enjoy refurbishing and modifying retro game consoles, and I have established an Etsy shop where I offer these customized consoles for sale. I am also an accomplished Alto and Tenor Saxophonist with over eight years of experience performing in a Swing and Jazz cover band.