

Samuel Parker

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An adaptable and detail-oriented professional with over a decade of experience in client management, technical problem-solving, and project delivery. My diverse background, ranging from account management to freelance photography, has honed my ability to communicate effectively, manage projects independently, and resolve challenges efficiently. Recently, I completed a Full Stack Developer Bootcamp, further enhancing my analytical and technical skills. I bring strong organizational capabilities, a proactive approach, and a commitment to delivering high-quality outcomes, making me a versatile asset to any team.

Education and Qualifications

Code Institute

April 2024 – August 2024

Full Stack Developer Boot Camp

University of Plymouth

Sept 2006 -June 2009

History with Politics BA Hons

- Developed strong analytical and research skills through in-depth historical and political studies.
- Improved written and verbal communication by presenting research findings and engaging in debates.
- Applied critical thinking to assess complex political and historical issues from multiple perspectives.
- Managed multiple projects and deadlines, enhancing organizational and time-management skills.

Employment History

Customer Renewals Advisor, RAC (June 2025 – Present)

- Assess customer needs and present tailored renewal options, clearly explaining RAC products and benefits.
- Achieve individual retention and performance targets in a fast-paced, target-driven contact centre.
- Confidently handle objections and competitor comparisons to maximise renewal success.
- Deliver high-quality customer service, building rapport and maintaining member satisfaction.

Career Break: Family & Code Institute Bootcamp (February 2024 – June 2025)

- Developed problem-solving skills through solo and group coding projects.
- Demonstrated collaboration by working with peers on dynamic web applications.
- Managed time efficiently using Agile methodologies for project deadlines.
- Adapted to both front-end and back-end development tasks, improving versatility.

Freelance Photographer (January 2016 – Present)

- Strong communication and client management skills, independently handling projects from planning to execution.
- Adaptability to high-pressure environments, meeting tight deadlines and resolving issues quickly.
- Effective problem-solving, ensuring client satisfaction and project success.
- Attention to detail in post-production and final delivery of projects.

Account Manager, Your Stay Bristol Serviced Apartments (March 2012 – January 2024)

- Excellent problem-solving skills, resolving booking, payment, and debt issues to improve client satisfaction.
- Strong organisational skills, managing client accounts, payments, and platform content delivery.
- Collaboration with colleagues, coordinating across teams to manage backend websites and content.
- Adaptability to manage live feeds and update system details.

Career Break: Travel (February 2011 – February 2012)

- Organisational skills, demonstrated by managing travel logistics and timelines.
- Effective communication skills, developed through interacting with diverse cultures.

Customer Care Officer, South Gloucestershire Council (July 2010 – January 2011)

- Excellent communication skills, acting as a key liaison between departments and clients.
- Teamwork and collaboration, working closely with council teams to manage tasks.
- Problem-solving, resolving client issues efficiently and maintaining satisfaction.

Outside Interests / Courses

Codecademy Certificates – HTML / CSS / Bootstrap / Python / Learn JavaScript / Fundamentals of Cyber Security / CLF-C02: AWS Certified Cloud Practitioner

Codecademy Currently learning - AZ-900: Microsoft Azure Fundamentals / SY0-701: CompTIA Security+ / N10-008: CompTIA Network+

Personal Website: Currently developing and expanding www.samuelparker.tech

Technology – I enjoy building my own PCs for both work and gaming.

Gaming – FPS/Tactical/RTS/Web-Based browser games.

Sports & Fitness – Actively play hockey and regularly engage in exercise and gym training to maintain physical fitness.

Further work details and references available on request.