

KEVIN CABEY

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[Codepen](#) | [Github](#)

A confident and hardworking individual who can adapt to every working environment and procedure. I am a quick learner, and I enjoy working in a team with different people, but, at the same time, I can work alone using my skills and knowledge. Passionate about front-end web development and tech, looking to enhance my career in the industry. I have extensive experience in stakeholder management at different levels, from dealing with clients daily, to engaging with senior members of my company. I am eager to learn and progress in my career, focusing my attention to enhance my current skills and to study and master new technologies according to the dynamic of the tech world.

CORE SKILLS

- Capable of analyzing a wide range of business and technical needs and translate them into a solution
- Strong stakeholder management skills, including customer relationship management
- Excellent problem-solving skills to enable a fast and reliable resolution of problems

EMPLOYMENT HISTORY

08/2022 – PRESENT (CONTRACT)

PORTAL FEEDS ANALYST, ZOOPLA

- Support an average of 10-15 cases daily with the data migration to the new software solution
- Answer incoming phone calls and respond to support tickets from end users
- Log issues, perform basic fault finding and escalate technical problems in sufficient detail where necessary
- Identify gaps in software functionality and opportunities to improve the product and service
- Assist in issue resolution and the preparation of documentation as directed by the Team Leader
- Proactively obtain relevant technical and product knowledge as required for the customer

Skills: Data Migration, API Development, CRM

05/2022 – 08/2022 (CONTRACT)

ALTO HTML TEMPLATE CREATOR, ZOOPLA

- Create 2-5 HTML templates per day in the Alto system according to customer requirements, liaising directly with the customers as required to ensure clear understanding of the platform
- Ensure templates are populated with the correct information, have the correct styling, and work as expected
- Pick up tickets from the support ticketing system that are related to Document or HTML creation for the Alto product
- Manage multiple client requests and adhere to committed timescales
- Control and manage customers' expectations throughout the process
- Produce excellent quality documents/templates for the customers

Technology used: Zendesk CRM, Alto CRM, CSS, HTML, CRM, Bootstrap, Zoom, G Suite, Slack

08/2018 – 02/2022

SENIOR STOCKROOM & DELIVERY, URBAN OUTFITTERS

- Organising stock deliveries
- Clearing delivery and keeping the workspace tidy
- Working as a team to complete daily procedure
- Support the team during peak time with sales and other tasks

EDUCATION

09 2021

MA DIGITAL MEDIA DESIGN, BIRKBECK, UNIVERSITY OF LONDON

Merit

- Web Development and User Experience
- Visual Design and Web Project
- User Experience Design
- Digital Design Thinking
- Final Project MA Digital Media

07 2018

BSC (HONS) COMPUTER GAMES DEVELOPMENT, UNIVERSITY OF WESTMINSTER

Upper-second class – 2.1

- Advanced Animation Techniques
- Software Development
- Web Development
- Games Engine Architecture
- Security and Forensics

ADDITIONAL COURSES

07 2022

CSS ESSENTIAL TRAINING

LinkedIn Learning

07 2022

FIGMA FOR UX DESIGN

LinkedIn Learning

07 2022

HTML & CSS: CREATING FORMS

LinkedIn Learning

07 2022

HTML ESSENTIAL TRAINING

LinkedIn Learning

07 2022

SASS ESSENTIAL TRAINING

LinkedIn Learning

07 2022

SOCIAL MEDIA MARKETING: SOCIAL CRM

LinkedIn Learning

07 2022

USER EXPERIENCE FOR WEB DESIGN

LINKEDIN LEARNING

07 2022

THE KEY TO GOOD COMMUNICATION: YOUR AUDIENCE

LINKEDIN LEARNING

IN PROGRESS

CREATIVE CODING: MAKING VISUALS WITH JAVASCRIPT

DOMESTIKA

IN PROGRESS

THE COMPLETE JAVASCRIPT COURSE 2022

Udemy

IN PROGRESS

BUILD RESPONSIVE REAL-WORLD WEBSITES WITH HTML AND CSS

Udemy

TECHNICAL KNOWLEDGE & SKILLS

- Problem solving
- Communication
- Resilience
- Team working
- Flexibility and adaptability
- Creativity

Technology used: HTML, CSS, JavaScript, React, Figma, WordPress, GitHub, Affinity photos, Microsoft Suite, G Suite, Hit-Film, Alto CRM, Zendesk CRM, Bootstrap, Slack