

Nicolas Daniel Doglioli

Belfast, Northern Ireland, UK • [Nico Daniel Portfolio](#) • [linkedin.com/nicodoglioli](https://www.linkedin.com/in/nicodoglioli)

Aspiring Software Developer currently enrolled in a Software Development Technical Program. Transitioning from a career in Physical Education, I bring a unique blend of analytical thinking and team collaboration. Passionate about technology and dedicated to mastering modern programming practices. Looking to leverage my technical training and problem-solving skills in an entry-level developer role

Career History

SSE **Belfast, Northern Ireland, UK**
Customer service advisor *Jun 2024 – Present*

- *Payment Processing: Securely handled customer transactions and managed direct debit setups while ensuring compliance with financial regulations.*
- *Billing Consultancy: Provided clear explanations of complex energy statements and proactively resolved billing discrepancies by issuing corrected invoices.*
- *Technical Troubleshooting: Diagnosed gas supply issues and provided essential safety advice, escalating emergencies to engineers when necessary.*
- *Customer Onboarding: Managed the end-to-end registration process for new customers, ensuring a seamless transition and accurate data entry.*
- *Resource Coordination: Managed high-volume scheduling, booking engineer appointments for meter installations and safety inspections*

Santander personal banking (Concentrix) **Belfast, Northern Ireland, UK**
Customer Support *May 2022 – Jun 2024*

- *Phone support*
- *New online and mobile banking setup*
- *Assisted with faster payments, troubleshooting online accounts, resolved OTP not sent*

Oak Lodge School **London, UK**
Hydro Pool Assistant *sep 2021 – may 2022*

- *Inclusion of new students with diverse abilities in the aquatic environment, care, and prevention for users with different challenges, work dynamics oriented towards recovery and improvement of joint mobility*

Lifeguard (Seasonal) **Argentina, Spain**
Hydro Pool Assistant *2016 - 2020*

- *Inclusion of new students with diverse abilities in the aquatic environment, care, and prevention for users with different challenges, work dynamics oriented towards recovery and improvement of joint mobility*

Club Logaritmo Rugby **Rosario, Arg**
PE Teacher *2016 - 2017*

- *Physical trainer, planning routines, teaching game dynamics, methodological instruction, and corrective weightlifting for beginners and experienced athletes*

UC Technical Support

Lighting Show Programmer

Rosario, Arg

2014 - 2017

- *Designed and programmed DMX lighting shows for bands and nightclubs, experienced in software such as MA2 and Chamsys*
- *Proficient in rigging*

EDUCATION

IT Career Switch Ltd

UK

Coding Traineeship – Full stack developer

1-year program HTML5, CSS3, JavaScript

- PHP, SQL, React, jQuery
- Python, Node.js, Bootstrap
- Command line Git, Github
- Remote API access

Lifeguard IAD Rosario

Argentina , Rosario

Specialised Lifeguard in Rescue and Prevention in the Sea, Lakes and Pools

ISEF No. 11 Rosario

Argentina , Rosario

Physical Education Teacher

ADDITIONAL INFORMATION

- Right to work : EU Pre-Settlement Scheme
- Language: Native Spanish , Fluent English