

Peter Coker

petercoker@protonmail.com | PeterCoker.com | [GitHub](#) | [LinkedIn](#)

EXECUTIVE SUMMARY

Customer-focused Technical Support and Software Professional with 4+ years of experience in **SaaS, eCommerce, and client-facing support**. Proven record of **resolving complex technical issues, reducing resolution times, and improving customer satisfaction** in high-volume environments. Skilled in **JavaScript, SQL, HTML/CSS, debugging, and SaaS workflows**, with strong communication skills to bridge technical and non-technical stakeholders.

CORE SKILLS

- **Technical Support:** Phone, Email, Chat, Ticketing Systems, SLA Management
- **SaaS & e-commerce:** API Integrations, Billing/Account Support, Cloud Platforms
- **Web Technologies:** JavaScript, HTML5, CSS3, SQL, Node.js
- **Tools:** Jira, GitHub, CRM Systems, CI/CD, AWS, Docker
- **Customer Experience:** First-Contact Resolution, De-escalation, Onboarding, Process Improvement
- **Collaboration:** Agile/Scrum, Cross-functional Teamwork, Remote Environments

WORK EXPERIENCE

Software Engineer (Contractor) Remote [PeterCoker.com](#) Dublin, Ireland **May 2024 - Present**

- **SaaS Solutions:** Designed and built specialized SaaS platforms for travel agencies, digital nomads, and expats.
- **Workflow Integration:** Integrated booking, payment, and itinerary APIs to streamline remote-friendly travel workflows.
- **Operational Efficiency:** Integrated APIs that eliminated manual processes and improved overall agency efficiency.
- **Scalable Tools:** Delivered cloud-based, scalable tools that enhanced the end-user experience and allowed agencies to handle higher volumes without increasing headcount.

Software Engineer (Full-Time) Hybrid [Ellucian](#) Dublin, Ireland **Sep 2022 - May 2024**

- Enhanced backend services with Node.js, **improving data processing speed and reliability**.
- Reduced client-reported issues by **resolving recurring defects**, strengthening product stability.
- Collaborated with cross-functional teams to **deliver fixes within SLA**, improving customer satisfaction.

Full-Stack Web Developer (Full-Time) Hybrid [GagaMuller Group](#) Dublin, Ireland **Sep 2021 - Aug 2022**

- Delivered responsive web applications, **improving mobile usability and client engagement**.
- Introduced sprint retrospectives, **raising team efficiency and morale**.
- Authored reusable code libraries, **reducing duplication and speeding up development**.

Associate Software Engineer (Full-Time) Hybrid [Fidelity Investments](#) Dublin, Ireland **Aug 2020 - Dec 2021**

- Built internal tools that **reduced manual workflows**, saving staff hours annually.
- Enhanced client-facing applications, **improving reliability and adoption**.
- Contributed to knowledge bases, **accelerating support response times**.

Technical Support (Full-Time) On-Site [BT \(Concentrix\)](#) Dublin, Ireland **Oct 2019 - Aug 2020**

- Resolved **50+ technical issues daily**, achieving a **90% first-contact resolution rate**.
- Authored troubleshooting guides, **reducing resolution time across the team**.
- Recognized with "Top Performer" award for **consistent SLA adherence**.
- Supported cross-training, **broadening team capability**.

Additional Experience (Sales & Client Engagement)

Sales Representative (full-time) Remote [K3 Capital Group](#) Dublin, Ireland **Sep 2025 - Feb 2026**

Sales Representative (Full-Time) Hybrid [HP \(Concentrix\)](#) Barcelona, Spain **Aug 2024 - Sep 2025**

Early Career Experience

<i>Food and Beverage Server</i>	Só Hotels	Limerick, Ireland	Sep 2019 - Sep 2019
<i>Meeting and Events Supervisor (Full-Time) On-Site</i>	The iNua Collection	Limerick, Ireland	Jul 2019 - Aug 2019
<i>Food & Beverage Supervisor (Part-Time) On-Site</i>	Compass Group	Dublin, Ireland	May 2013 - Jul 2019
<i>Human Resources Administrator (Full-Time) On-site</i>	Comfort Keepers	Dublin, Ireland	Mar 2017 - Jul 2017

EDUCATION

Bachelor in Computer Science (Part-time)	Dublin Business School	Dublin, Ireland	Sep 2017 - May 2019
Bachelor in Social Science (Full-time)	Dublin Business School	Dublin, Ireland	Sep 2015 - May 2016
Bachelor in social studies (Full-time)	Dublin Business School	Dublin, Ireland	Sep 2012 - May 2015

LANGUAGES

English: Advanced ; **Yoruba:** Intermediate **Irish:** Beginner **Spanish:** Beginner;