

Curiosity is my greatest attribute, driving my continuous quest for knowledge and understanding in every aspect of life. This natural curiosity fuels my passion for discovering new insights and uncovering opportunities, making it a powerful asset in my career in Tech. With a strong foundation in customer service, I have honed my ability to ask the right questions, actively listen, and understand the unique needs and desires of individuals and use this to provide an amicable solution/ friendly support.

### EXPERIENCE

#### **Le Répertoire de Gaspard (Paris) Junior family liaison officer (Placement year)**

**02/2023 - 06/2023**

- Communicated with parents and guardians to understand their needs and preferences.
- Matching families with suitable babysitters/child minders based on their specific needs and criteria.
- Building rapport and maintaining positive relationships with families and childcare providers.
- Negotiating terms and agreements between families and babysitters.
- Offered an extended contract after 4 months.

#### **McDonald's Customer Care assistant 07/2018 - 08/2022**

- Building rapport with customers and maintaining positive relationships.
- Addressing and resolving customer complaints and issues efficiently.
- Managing multiple customer interactions and tasks within a limited time frame.
- Awarded Employee of the month three times.

#### **NHS Remote Customer service representative 09/2023 - 01/2024**

- Proficient in clear, concise, and professional communication via phone, email, and chat.
- Managing multiple customer interactions and tasks in a timely manner.
- Utilising logging systems and various communication tools.
- Working independently and managing time effectively without direct supervision.

### SKILLS

I believe I have acquired a variety of transferable skills throughout my education and employment journey that could make me a valuable asset to your team. I am well versed in social media as well as Microsoft applications such as excel, word.

I am fluent in 2 additional languages French and wolof, and I'm currently learning and improving on Welsh and Spanish.

### EDUCATION

**Aston University (Birmingham) 2024 - LLB LAW 1<sup>st</sup> class with honours**

**St David's Catholic College 2020 - Law (A) , IT (B), Maths (C)**

**Cardiff West High School 2018 - Achieved 11 GCSE's A\* - C, including additional Maths.**

**Iuongo Solutions (Bristol) 20024– Full Stack Software Engineering Bootcamp**

