

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, so I understand the unique needs and desires of individual in order to provide excellent service.

EXPERIENCE

Le Répertoire de Gaspard (Paris placement year) Junior family liaison officer) 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.

GCSE Mathematics Tutor 03/2019 – ongoing

- Provided one-on-one tutoring for students struggling or aiming for higher grades in maths.
- Coached 3 students to achieve A*'s in GCSE Maths and Numeracy.
- Planned tutoring sessions to suit each student's learning style.

Receptionist – Modality Treatment Centre 03/2024 - 07/2024

- Scheduled customer appointments and managed scheduling database.
- Proficient in clear, concise, and professional communication via phone, email, and chat
- Assisted with basic office tasks eg data entry, printing.

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

EDUCATION

Aston University (Birmingham) 2024 - LLB LAW 1st class honors

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

Cardiff West High School 2018 - Achieved 11 GCSE's including A* Maths and additional maths.

Iungo Solutions (Bristol) 03/2024 - 06/2024 - Level 4 skills bootcamp in Software Engineering

- JavaScript (intermediate)
- React fundamentals
- SQL fundamentals
- UX/UI design

