| Aicha Diallo  Portfolio Website  https://aichaxdiallo.github.io/portfolio.html#home | **07385871422**  [**Aichaxchacha@gmail.com**](mailto:Aichaxchacha@gmail.com)  **London** |
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| LATEST PROJECTS :https://github.com/AichaxDiallo/portfolio-projects**Weather Application —** DetailUsing HTML JavaScript HTML API , Animations , i have built a weather app that anyone can research by any city and the weather of that city will show its weather in real time . If there is any spelling mistakes the app will display an error message asking for the person to check their spelling mistakes, it also shows the humidity , and the wind speed, as well as the images that displays whether it is sunny or windy day and so on .Building my own Portfolio — *Detail* I have demonstrated my expertise by designing and developing my own responsive portfolio website using HTML, CSS, and JavaScript. Visitors can easily access my LinkedIn and GitHub profiles, download my CV , and be able to contact me from the website. On the website i have used some animations and my projects has been uploaded as videos. And it is mobile phone friendly.  **Responsive Sign up and Sign out forms with animation and mobile friendly**  — Detail  I created responsive and animated Sign-Up and Sign-Out forms using a combination of HTML, CSS, and JavaScript. The foundation of this project was laid with well-structured HTML forms, ensuring accessibility and ease of use across various devices. CSS was employed to craft visually appealing designs, and media queries were implemented to make the forms mobile-friendly, adapting gracefully to different screen sizes. Digital Clock— *Detail* In this project i made a digital clock that displays the current tine in hours , minutes and seconds as per local time zone , thus London time zone and i used HTML, JavaScript and CSS to build this project. Responsive Add to cart bridal flower website — *Detail* Using HTML , CSS and Javascript i've created a responsive 'Add to Cart' project that showcases flower images with their respective prices. This project allows users to easily add items to their cart, and it displays the total number of items added as well as the total cost of their selections. It's a user-friendly way to shop for flowers online. Mini Quiz App — *Detail* the total cost of their selections. It's a user-friendly way to shop for flowers online. Using HTML , CSS and Javascript i've developed a responsive quiz app where users can read questions and choose from four answer options. When the correct answer is selected, it's highlighted in green, and users can proceed to the next question. If the answer is incorrect, it's highlighted in red, and the correct answer is shown in green for reference.   EXPERIENCECustomer Service Representative, SantanderAug 2022 – Feb 2023 I've assisted customers with various banking concerns, including lost or blocked cards, clarifying account details, and addressing suspicious activity. Additionally, I've guided customers on overdrafts, explained product usage, and offered support for online banking and logins. I've facilitated telephone and online payments, troubleshooting ATM issues as needed. My responsibilities also included managing customer inquiries, ensuring accurate information delivery to resolve service complaints and ensure customer satisfaction. I promptly identified and resolved technical difficulties to achieve timely first-time resolutions for customer queries over the phone. *Kitchen Team Member, Grab Thai Restaurant/Hop Vietnamese Restaurant, London**Sep 2018 - Mar 2020*  I've efficiently prepared and displayed fresh dishes in refrigerators, managed filter coffee machines, and ensured timely restocking of drinks and food items. I've provided attentive service to customers at the till point while maintaining the cleanliness and tidiness of the restaurant. *Jun 2012 – Mar 2017 Various Temporary Assignments**Customer Service Advisor,* *Convergys Kabelweg Amsterdam for Nike / Protel Belgium / Proximus Belgium* I've been dedicated to assisting consumers with product-related issues, facilitating returns and refunds, and ensuring seamless parcel delivery.I have also helped customers that have not received their parcels due to it being lost in transit , or that were encountering some delays . I've also proactively informed consumers about new products and helped them locate items or place orders. My role involved building and maintaining strong customer relationships, providing detailed product/service information, handling inquiries via phone or email, processing payments and refunds, and efficiently resolving issues, including various administrative tasks such as data input.  **Retail Sales Assistant**  Subdued Retail Store Amsterdam / Kringloopwinkel, Belgium  I've managed cash register operations and provided top-notch customer service. I ensured the security of assets, including cash, checks, media, and merchandise, while implementing marketing initiatives like bounce back coupons, email collection, and brochure distribution. I also handled labeling, security measures, and product deliveries, efficiently organizing items in the stock room. Welcoming customers and offering product advice, along with informing them about special offers, were essential aspects of my role. EDUCATION **JustIT 12 weeks Software Engineer Bootcamp 2023**  Graduated with a fully self built portfolio and projects  **Back 2 Work London**  Complete Training 2023 Level 1 Diploma in Digital Contact Centre  Level 2 Customer service graduated with great scores  **TNA, Antwerp Berchem**  In job courses - 2019  2014 Childcare Qualification  **Grade A**  **Marco Polo, Antwerp Berchem - Modern sciences**  2011 Reception class for newcomers Dutch languages courses  2012 Modern sciences (2nd year)  **Grade A**  **2010 General Secondary Education, Senegal Dakar**  General Secondary Education  Grade A    **References available upon request** | TECHNICAL SKILLS  * HTML = Proficient * CSS = Proficient * JavaScript = Proficient * Python = Proficient * SQL = Proficient * Database = Proficient * Typescript = Familiar * React = Familiar * Node JS = Familiar * Github = Proficient  LANGUAGES I speak Fluent French , English , Dutch and my African language. Hobbies and Interest Cinema, Computing, Cooking, Reading, Social Media, Coding , Seeking new knowledge. |