

PROFILE

A highly motivated and aspiring Developer with a core knowledge in residential conveyancing, coupled with a proven ability to deliver exceptional customer service and build meaningful relationships with clients and stakeholders. Throughout my career, I have honed my **communication**, **problem-solving**, and **leadership** skills, while also developing **advanced IT competencies**. With an adaptable and versatile mindset, I possess a keen aptitude for **quick learning** and applying newfound skills to any undertaking. Committed to achieving outstanding outcomes, I continuously seek opportunities for personal growth and skill enhancement through **ongoing learning and development** initiatives.

EMPLOYMENT HISTORY

Self-Taught Web Development

FEBRUARY 2023 – PRESENT

- Successfully navigated comprehensive online training in web development, **focusing on front end** development, while still gaining a foundational knowledge of back-end development.
- Gained a solid understanding of creating interactive and responsive web pages through **JavaScript, CSS and HTML**.
- Explored back-end web development concepts with **Node.js**
- Acquired proficiency in utilising **Git** for version control, effectively managing code repositories for personal projects and challenges.
- Demonstrated a commitment to self-directed learning, regularly engaging in hands-on projects and exercises to reinforce concepts and expand practical skills by frequently completing code challenges and then reviewing other peoples solutions, helping me to learn best practices and alternative approaches.

Post Completion Associate, Countrywide Conveyancing Services, Cardiff

FEBRUARY 2018 – JANUARY 2023

- Managed the post-completion process for a **high-volume caseload** of residential conveyancing transactions, ensuring all necessary documentation was completed and submitted to the Land Registry in a timely and accurate manner.
- Liaised with clients, lenders, and solicitors to resolve any issues or discrepancies that arose during the post-completion process, providing a **high level of customer service** and **maintaining strong working relationships** with all parties.
- Reviewed title documents and other legal paperwork to ensure accuracy and completeness, **identifying and resolving errors** or omissions in a timely manner.
- Acted as a point of contact for colleagues across the firm, **providing support and guidance** on post-completion matters, and contributing to the development of best practices and procedures within the department

Conveyancing Executive, Countrywide Conveyancing Services, Cardiff

JUNE 2012 – FEBRUARY 2018

- **Built and maintained strong working relationships** with estate agents specializing in luxury properties, fostering trust and loyalty through **exceptional customer service**, effective communication, and a deep understanding of their needs and preferences. Collaborated closely with agents to ensure seamless transitions between stages of the conveyancing process and to deliver an outstanding client experience.
- Conducted initial consultations with clients, gathering necessary information and **setting expectations** for the conveyancing process, including the preparation of contracts, invoices, and other legal documents.

- Responded to legal enquiries from clients, estate agents, solicitors, and other stakeholders, providing accurate and timely advice on legal matters related to conveyancing.
- Conducted **thorough due diligence** on property titles, ensuring all legal requirements were met and **identifying potential issues or risks**.

Senior Case Progressor (Secondment), Countrywide Conveyancing Services, Cardiff

JUNE 2009 – MAY 2010

- **Led and managed a team** of Case Progressors, providing **coaching, mentoring**, and development opportunities to ensure high-quality customer service and efficient case management.
- **Developed and implemented training programs** to educate team members on the conveyancing process, the role of a Case Progressor, and best practices for effective communication with clients and estate agents.
- Monitored team performance and conducted regular **performance reviews**, providing constructive feedback and setting goals to **drive professional growth and development**.
- Collaborated with senior management to improve and streamline processes, contributing to the **development of new policies and procedures** to improve the efficiency and effectiveness of the Case Progressor team.
- Acted as a point of escalation for complex cases, providing guidance and support to team members to ensure issues were resolved in a timely and professional manner.

Case Progressor, Countrywide Conveyancing Services, Cardiff

MAY 2007 – JUNE 2012

- Acted as the primary point of contact for clients and estate agents, providing high-quality customer service and **managing expectations** throughout the conveyancing process.
- Conducted initial client consultations, gathering necessary information and setting expectations for the conveyancing process.
- Monitored case progress and communicated updates to clients and estate agents in a timely and professional manner via phone and email, ensuring all parties were kept informed throughout the process.
- **Managed a high volume of cases** simultaneously, ensuring all deadlines and milestones were met in a timely and efficient manner.
- Collaborated with solicitors and other stakeholders to ensure seamless transitions between stages of the conveyancing process, proactively identifying and resolving any issues or delays that arose.
- Developed strong working relationships with clients and estate agents, building trust and rapport through effective communication and exemplary customer service.

Customer Service Agent, T-Mobile, Merthyr Tydfil

OCTOBER 2005 – FEBRUARY 2007

- Provided outstanding customer service to customers of a leading mobile phone and network provider, answering calls promptly and professionally, and **resolving issues quickly and effectively**.
- **Demonstrated exceptional product knowledge**, effectively communicating complex technical information to customers in a clear and concise manner.
- **Developed strong communication skills**, effectively managing customer expectations and resolving conflicts in a calm and professional manner.
- Consistently met and exceeded individual and team targets for customer satisfaction, first call resolution, and average handling time.
- Contributed to ongoing improvements in customer service, sharing feedback and insights with management to identify areas for improvement and implement solutions.

EDUCATION

Neath Port Talbot College, Neath

AVCE Information Technology - AS Level & Level 1 Hardware and Software Maintenance Certification

Aberdare Boys Comprehensive School, Aberdare

9 GCSE's