



# Isabelle Francis



## About me,

A London-based developer open to relocating, currently seeking a new opportunity to continue my growth and learning. A visual communicator, so I love coming up with creative, out-of-the-box solutions and I understand the importance of communication both visually and verbally.

## About my journey into tech

Languages allow you to see and experience the world in ways you otherwise wouldn't have. The same could be said for web development, which is what drew me to it. After many years in the customer service industry, from food to finance, I decided to step away and take a gamble on myself. Incidentally, my language partner is a developer, so I started to investigate the field and bombarded him with questions, after which I decided to venture into coding courses. Once I built my first project, it was no longer my choice to continue learning, it was a must, which is why I applied for the School of code.

My vast experience in different customer service settings has equipped me with transferable skills applicable to Tech. Constantly working in a team environment has trained me to have clear communication and empathy, which has allowed me to effectively work in teams and pair programming as well as aided in conflict resolution. Being able to face difficult situations head on, break down a problem and effectively work through it. Being able to take responsibility for an issue and see it through until the end.

## professional experience

### SCHOOL OF CODE JUNIOR FULLSTACK DEVELOPER

- Frequently participated in pair programming and collaborated in teams.
- Acquired front-end development skills in HTML CSS and JavaScript. And backend skills in Node.js, Express, PostgreSQL. With exposure to Remix, Next.js and Gatsby.
- Utilisation of testing methods including unit testing, black and white testing, Jest, Supertest and Cypress. And the use of Netlify, AWS for hosting and deploying.
- Gained a solid foundation in the UX Design process of acquiring and integrating products with UI exploration including design, branding and usability.

## skills

### PLAN & DESIGN

- Git
- GitHub
- Figma
- Photoshop
- InDesign
- Illustrator

### PRODUCTION

- HTML
- CSS
- JavaScript
- React
- Next.js
- TypeScript
- Node.js
- PostgreSQL

### TESTING

- Auth0
- Netlify
- Azure
- Jest
- Supertest
- Cypress

## Certifications

### Microsoft

AZ-900: Azure Fundamentals

### UCertify/Firebrand

TA: Software Development  
Fundamental

### Programming Hub

Python

## Education

### Nottingham Trent University

Fashion Communication &  
Promotion

### Coulsdon College

Creative Media Productions  
Fashion

# projects

**The Ice Breaker:** 1 week project, the app is to help facilitate better connections & make meeting a new partner or team for bootcampers more seamless through unconventional means. ([Github](#))

Full stack application that utilises: JavaScript, Express, Jest, Cypress, PostgreSQL, CRUD operations, React & Node.js. Utilisation of agile methodologies: daily scrum, workflows, stand-ups, retros and planning via Miro and Trello. Implementation of UX & UI, through Disney Ideation, Empathy Map, User Stories, Personas, User Flow, Wireframing & Prototyping. Presented project to stockholders.

**Circles:** the application was designed for Link workers to help socially isolated and vulnerable individuals to better connect and integrate into their local community. ([Github](#))

**Process/Software:** Full-stack application that was built in Next.js and that utilises Tailwind, PostgreSQL, CRUD operations, node.js and Cypress. To add also made use of UI libraries such as Daisy and Mamba. Implementation of Scrum methodologies Followed UX/UI practices through Disney Ideations, competitor analysis, market research, user flow maps, User stories, personas, wireframing and Prototyping.

## IKANO BANK

Customer Service Advisor/ Underwriter/Admin

- Communicated with customers via telephone to discuss accounts.
- Processed and Managed Card Payments.
- Improved customer experience by keeping up to date with processes and tools to make the customer happier, resulting in better feedback.
- Identified vulnerable customers and helped them to figure out their next steps and supported them.
- Took payments and dealt with payment-related queries and investigated missing payments.
- Worked with the financial team to help spot and investigate scams and suspicious activity.
- Dealt with customer complaints to ensure they were treated fairly & the best outcome was achieved.
- Accessed customer's loan eligibility and accepted and rejected loans.

## IKANO BANK

Collections advisor

- Spoke to customers in financial difficulty and supported them by providing solutions. Ensured account payments were up to date. Made inbound and outbound calls to customers in arrears. Followed processes and procedures in order to deliver the best and fair outcomes for customers. Empathized and explained customer accounts situations and the options available.

## Customer service roles 2014-17

Sales consultant & Bar staff

- Worked in various customer services roles which entailed on working on sales floors, and the stockrooms. Serving food and beverages, processing deliveries and maintaining store standards, cash management, exchange and returns.

## Hard Skills

Branding  
Research  
Video Editing  
Customer Service  
Microsoft Office  
Adobe Suite

## Soft Skills

Problem Solving  
Emotional Intelligence  
Adaptability  
Collaboration  
Curiosity  
Detail Orientated

## hobbies

As an aspiring polyglot i have a love for all things languages and cultures. also enjoy psychology and philosophy I find people to be fascinating and I'm always curious to know peoples motivations and perspectives.

References on request