

Barbara Granoszezwska

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Portfolio

Personal Profile

I have nearly ten years of experience working in customer service roles across various industries like finance, insurance, retail, and hospitality.

Understanding customer's circumstances and needs, finding the best solution, and presenting it in an accessible way were the main focus in these roles.

My main interest is to use the knowledge I gained from my previous roles in customer service and implement it in software development.

I recently graduated from Software Development Bootcamp with Just IT Ltd, where I learned to work with HTML, CSS, JavaScript, MySQL, and Python.

Using this newly obtained knowledge, I'm now eager to further explore the world of software development.

Currently, I'm looking for a junior front-end developer role where I can focus on improving my current skills and learning new programming languages.

My goal is to work as a full-stack software developer.

Education and IT Training

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|------------------------|--|
| 10/2023-02/2024 | Just IT Training Ltd, London Digital Skills Bootcamp: Software Development A twelve week intensive bootcamp covering the fundamentals of Web and Software development. |
| 09/2023-10/2023 | Jewellers Academy, London Online Course: Diploma in Silver Jewellery One year online course covering fundamentals of silversmithing and working with silver and gold. |
| 09/2022-10/2022 | She Codes Basics Online Course: Introduction to Coding A three week online course covering basics of HTML, CSS and JavaScript, including a final project: interactive landing page |
| 10/2006-07/2011 | Pomeranian University, Slupsk (Poland) Master's Degree, Russian Philology |

IT Skills

Software Development Skills: Python, MySQL

Web Technology: HTML, CSS, JavaScript

Core Programming Languages: JavaScript, Python

Projects: To-Do List App (HTML, CSS, JavaScript), FilmFlix Python App with database (Python, SQLite3)

Employment History

07/22-09/23

Loans2Go, London

Customer Service and Collections Advisor

- Daily/weekly management of scheduled customer callbacks as per previously agreed timeframes;
- Providing customers with exceptional customer service by focusing on their circumstances and agreeing on the best solution in line with their individual needs;
- Swiftly responding to customer email and phone queries about their loan agreement;
- Supporting other team members by helping them to complete scheduled tasks;
- Correctly recognizing and responding to customers' and third parties' urgent queries;
- Ensuring swift identification of occurred errors, and where necessary, consulting with a manager to agree a suitable solution;

07/18-04/22

A-Plan Insurance, London

Insurance Advisor

- Assisting customers in the swift processing of required changes to their insurance policy;
- Ensuring correct data capture and processing in line with set procedures and insurers' requirements;
- Supporting Polish-speaking customers in obtaining information about their policy cover and limitations;
- Cooperating with other departments to ensure comprehensive policy servicing;
- Swiftly responding to and smoothly processing any urgent policy cover change requests;
- Correctly identifying possible challenges in proposed change requests and cooperating with managers and insurers to find the best solution;

11/16-07/18

Antonio's Ristorante, London

Administrative Assistant

- Working against daily/weekly/monthly set objectives and ensuring completion within the agreed timeline;
- Assisting clients with their inquiries about booking availability, deposit payment processing, and menu concerns;
- Acting as a first point of contact for clients, suppliers, and other staff members;
- Supporting front of the house team on busy shifts and event reservations as a barmaid/waitress;
- Provide swift response to urgent inquiries and booking changes to ensure smooth reservation processing for clients and other team members;
- Cooperating with the restaurant management team to discuss any existing issues, identifying potential risks, and agreeing on changes to existing procedures;

10/13-11/16

Oakam, London

**Customer Relations Manager, Assistant General Manager,
Collections Team Leader**

- Monitoring and updating daily appointment tracker for over-the-phone and in-store loan applications;
- Providing excellent customer service while interacting with customers, supporting them during the loan application process or payment processing;
- Ensuring a good understanding of the loan terms and providing customers with all necessary information about the loan in an easy-to-understand way;
- Support my other team members by providing help where and when necessary (documents scanning, till opening/closing, loan application review and approval);
- Monitoring other team members' performance against risk and compliance monthly reports, and if necessary, implementing an improvement action plan;
- Report encountered issues to the relevant team or a manager, helping with correcting them and discussing potential areas of improvement;

Interests and Achievements

Computing: Learning from the IT support team how to fix small technical issues within the work environment; helping my sister, my parents, and friends with various home appliances set-up and programming; teaching my mother how to operate different phone and internet applications; watching various YouTube tutorials regarding coding/programming; using Codecademy to learn new programming languages and technologies;

Hobbies: Jewellery making, Anime, Japan culture, Learning new languages

Additional Info: GitHub account: <https://github.com/BarbaraG-87>

References available upon request