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I am a driven and enthusiastic person making the switch from the Civil Service to front end development. Having over 20 years of customer service and senior administrative based experience has given me a wealth of transferrable skills. A keen problem solver with excellent attention to detail. I have taught myself HTML, CSS, Javascript and React through online courses and projects. I also shadowed a Senior React Developer to gain a better understanding of the realities of being a developer. During which I gained a better understanding of working with GitHub, Sprint and Storybook. We also discussed how the use of webcomponents as fragments can be used for a more agnostic approach to building applications, rather than framework specific, which was interesting as I have been focused on React thus far. I'm currently building my own projects to further enhance my skills and contributing to open-source projects. Please see my portfolio for examples of current projects highlighting skills.

## Courses:

- *Zero To Mastery : The Complete Web Developer in 2021*
- *React – The complete guide*

## Core skills

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|---|---|
| • Problem Solving   | • Ability to work well in a team or self-directed |
| • Excellent communication skills with both internal and external stakeholders | • React   |
| • Adaptable and proactive   | • HTML  |
| • Keen attention to detail  | • CSS   |

## Career summary

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### **July 2021 – Present      Student Loans Company - Disabled Students Allowance Officer**

*I determine customer eligibility and entitlement to DSAs in accordance with the relevant regulations and guidance, whilst providing customer services to students and various 3rd parties.*

### **October 2019 – July 2021      HC-One - On boarding Administrator**

### **October 2018 – August 2019      DVSA - Administrative Officer**

### **September 2017 – June 2018      Citizens Advice Bureau - Consumer Advisor**

### **October 2008 – February 2017      Child Support Agency (DWP) - Administrative Officer**

**Full work history available on request.**

## Education and qualifications

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BA(Hons) Open Degree (English Literature and Language with Ancient Greek)

English First Certificate in TEFL (Completed September 2006, included 6 hours teaching and 120 hours of theory)

## References available on request

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