**Rebecca Waterson | Front End Developer**

**Location: UK**

**Telephone: 07939631681**

**Email:** [**r82waterson@hotmail.com**](mailto:r82waterson@hotmail.com)

**Portfolio:** [**https://github.com/Becki82**](https://github.com/Becki82)

I am a driven and enthusiastic person making the switch from civil service to front end development.

Having over 20 years of customer service and administrative based experience has given me a wealth of transferrable skills. A keen problem solver with excellent attention to detail my working life has been focused on helping people which I now want to transfer over to an ever-expanding industry. I have taught myself HTML, CSS, Javascript and React through online courses, projects, and shadowing a senior React developer, as well as contributed to open-source projects.

Please see my portfolio for examples of current projects highlighting skills.

*Courses:*

*Udemy:*

* *Zero To Mastery : The Complete Web Developer in 2022*
* *React – The complete guide*

*Free Code Camp:*

* *Responsive Web Design*
* *JavaScript Algorithms and Data Structures*
* *Front End Development Libraries*

Core skills

| * Problem Solving * Excellent communication skills with both internal and external stakeholders * Adaptable and pro active * Keen attention to detail * Ability to work well in a team or self-directed | * Working knowledge of bootstrap, jquery, SASS * React and Redux * HTML * CSS |
| --- | --- |

Career summary

**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.*  
  
*Key responsibilities*  
  
*• Determine student’s eligibility and entitlement to DSAs in accordance with the relevant regulations and Equality Act.*  
*• Produce concise and relevant correspondence ensuring they demonstrate a professional and experienced approach.*  
*• Interpret medical and disability evidence, to determine whether it likely meets the definition of disabled within the Equality Act 2010*  
*• Strong ability to verbalise key information whilst demonstrating strong influencing skills to external parties.*  
*• Vigilant and risk adverse in handling, sharing and storing sensitive information, in line with SLCs Data Protection Policy*  
*• Sound knowledge of assistive technology and specialist human support, to ensure vulnerable students receive correct and appropriate support strategies.*  
*• Ensure appropriate support is agreed for DSA customers, in line with Government guidelines, confidently challenging inappropriate or out of scope recommendations.*  
*• Provide specialist guidance/advice on DSA products to other areas of the business when required.*

**October 2019 – July 2021**  **HC-One**

**On boarding Administrator**

*Responsible for 3 areas of care recruitment within a small team that covered areas nationally i delivered a high quality, efficient and customer focused On-boarding service that satisfied internal and external compliance requirements.*

Key responsibilities

* Executing the end to end On-boarding process for new hires across a portfolio of Homes and business areas in-line with HC-one and CQC regulations.
* Issue of the contract of employment and associated on-boarding documentation via the Application Tracking System and/or directly to the candidate via other means where required.
* Seek references, evidence of Right to Work in the UK and Professional Registration in order to satisfy internal and external compliance requirements.
* Monitor the status of candidates in process and pro-actively alert Hiring Managers/New Hires where delays with pre-employment checks could impact start date.
* Provide new hires with accurate information relating to the terms and conditions of their offer of employment
* Monitor and manage the team and personal inbox ensuring that emails are distributed and/or actioned appropriately within a timely manner.
* Ensure new hire information input/held within company systems is 100% accurate in readiness for payroll export.

**October 2018 – August 2019** **DVSA**

**Administrative Officer**

I dealt with queries from customers, examiners and various business to business departments across all levels. That required great attention to detail and problem-solving skills to give the customer the best experience possible whilst also adhering to legislative and agency policy. I was also an active participant of a focus group looking to modernise and streamline quality assurance methods.

**September 2017 – June 2018** **Citizens Advice Bureau**

**Consumer Advisor**

Whilst with the Citizens Advice Bureau Consumer team I was trained to a high level in consumer law. I provided an impartial point of contact for both individuals and businesses alike to receive advice on their rights within law as well as any recourses that can be taken to resolve matters before having to access court procedures.

**October 2008 – February 2017**  **Child Support Agency (DWP)**

**Administrative Officer**

As part of the clerical team at the CSA I processed a high volume of receipts to be paid out as per schedule and updated and maintained business units’ receipts and queries. In addition to everyday normal administration duties I liaised with other teams across the business to deal with complex customer enquiries and raised bank reconciliation queries to correct or resolve account backlogs. I also initiated training schemes for new starters and was involved in the training of other colleagues.

**May2008 – October 2008** **RWE NPower**

**Administrator**

Part of a two man specialised team dealing with investigating and finalising accounts that had been put on hold due to disputes or missing reads. This involved building and maintaining a good rapport with other utility companies, as agreements would have to be made with the clients new supplier.

**September 2007 – May 2008 Orange Plc (Now EE)**

**Back Office and Logistics (Temp)**

As part of the temporary back office fulfilment team I was responsible for quality assurance checking, filing and sending customer VAT receipts, processing requests to move from contract to just talk accounts and arranging sim card requests to be sent plus allocating requested sim cards onto the internal database.

**January 2007 – July 2007 ELS Language Centre**

**English Teacher**

Within the seven months of working for ELS I taught a mixture of adults, teenagers and children and most levels from elementary to upper-intermediate following an American British curriculum. In addition to teaching students I also created and tested quizzes, assessments, and activities for myself and colleagues to use and have developed my teaching portfolio.

**P*rior Work experience before 2007 includes; Back office support, Client Review Advisor for debt management company, support advisor for H.M.R.C, event promotions and bar work.***

Education and qualifications

* 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