

Andrea Folgado

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Personal Profile:

**Junior software developer** with a strong foundation in **full-stack web development** and a background in digital product design. Experienced in **end-to-end feature ownership**, from research and ideation through to development, testing, and documentation. Passionate about solving real-world problems through clean, scalable code and continuous learning. Confident with **Python, HTML5, CSS, Figma and Miro**. Quick to pick up new languages, frameworks and tools as needed. Known for clear communication, attention to detail, and a **user-first mindset**.

**Immediately available** and open to **hybrid or remote** roles.

Key Skills:

- Creative full-stack developer building intuitive and impactful products with Python, Flask, HTML, CSS, Figma, and Miro.
- Conducts research with meticulous attention to detail, gathering context from multiple sources to fully understand complex problems and align user needs with infrastructure and long-term goals.
- Programs in a structured and thoughtful way, writing clean code with a strong focus on maintainability and logical clarity.
- Learns through real-world application, independently exploring unfamiliar tools and technologies to solve problems and expand technical depth.
- Communicates persuasively and clearly, making technical ideas accessible to both technical and non-technical audiences.
- Prioritises transparency, accuracy, and trust in all aspects of work, ensuring ethical, reliable results.
- Experienced in cross-functional collaboration, having worked closely with developers, stakeholders, and service teams to align on shared goals.

Career History:

Career Break.	Full Time Parent, London.	Jan 2024 - Current
<ul style="list-style-type: none"><li>• Refine and adapt home systems using a <b>user-focused approach</b>; modifying environments, tools, and routines to enhance safety and reduce daily friction.</li><li>• Utilise a hybrid planning workflow, to support structured decision-making and sustain routine-based productivity.</li><li>• Balance competing needs with empathy and intuition, designing systems that respond to real users and evolving priorities.</li></ul>		
Digital Product Designer.	Aspect Property Maintenance, London.	Jul 2021 - Dec 2023
<ul style="list-style-type: none"><li>• Led <b>design and development</b> of a Salesforce-integrated Gas Safety Assessment flow, including form design, report templates, and legal compliance.</li><li>• <b>Designed</b> and maintained customer-facing and internal forms using Zapier and Salesforce Field Service.</li><li>• Created end-to-end workflows, developer documentation, and training guides to support cross-team adoption.</li></ul>		

- Supported customers beyond the sale with product setup, troubleshooting, and digital paperwork—building long-term trust and satisfaction
- Built and refined a repeatable consultative sales process centred on uncovering customer needs and delivering tailored solutions.
- Took ownership of stock control investigations, achieving 95–100% accuracy across audits by introducing structured reporting and processes.

- Delivered full-spectrum customer support by prioritising user needs and consistently going the extra mile to ensure a seamless, user-focused experience.
- Proactively led contract transfer processes, taking ownership of overlooked admin tasks and resolving customer escalations with empathy and efficiency.
- Handled end-to-end contract administration, including real-time documentation with customers, follow-ups with head office, and post-sale support; ensuring accuracy, accountability, and a high standard of service.

### Projects:

- **Gas Safety Record** - Led product **design** and oversaw **development** of a gas safety inspection tool integrated into Salesforce **Field Service**. Improved engineer workflows, reduced legal risk, and cut operational costs.  
Tools: **Figma, Miro, HTML5, CSS, Salesforce Apex**.  
<https://www.andreafolgado.com/project-template/gas-safety-assessment>
- **Job Hunt Manager** - **Designed and developed a full-stack web app** to centralise and simplify the job search process, based on user feedback and personal experience. Tools: **Python, Flask, SQLite, HTML, CSS**.  
<https://github.com/CardinisCode/jobhuntmanager>
- **Dynamic Invoice Template** - **Designed and developed** a scalable Salesforce invoice system with eight layout variations, created for Aspect's internal finance under technical mentorship. Tools: **Apex, HTML, CSS**

### Professional Training and Education:

- **CS50: Introduction to Computer Science**. HarvardX (edX), June 2021.
- **Introduction to Python Programming**. Georgia Tech (edX), 2020
- **A-Levels (AVCE): Business Studies & ICT**. Kingston College, London, July 2006
- **GCSEs**. Cams Hill Secondary School, Portsmouth, July 2003

### Career Objective:

- Motivated **junior software developer** seeking a full-time role where I can build impactful software, grow with a collaborative team, and develop a long-term career in software development. Open to **full stack development** and Digital product design roles.

### Interests and Hobbies:

- **Psychology**: I enjoy exploring how people think and behave, which deepens my **user-focused approach to product development**.
- **Strategy board games**: Games like Terraforming Mars and Gloomhaven fuel my love of **systems, logic, and collaborative problem-solving**.

**Excellent References are available on request.**