

# Ceri Jane Banks



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Brighouse, W. Yorkshire, U.K.

## Website(s) & Social Media

[Online CV](#)

[LinkedIn](#)

[Instagram](#)

[GitHub](#)

## Personal Summary

An organised and efficient person with proven Web Development, Data Management and Administrative skills looking for a new challenge in an established organisation. A keen eye for detail and dedicated to maintaining high quality and professional standards. I am creative, talented, and innovative with an interest in sustainable business practices.

An articulate and diplomatic communicator who can work well as part of a team and as an individual. A very personable and reliable individual.

I strive to be better in all that I do, so continuous learning and professional development are something I am passionate about.

## Professional Experience

### IT/Data Manager | Amey LTD

September 2022 – September 2023

- ♦ Solely responsible for the Data department, analysing KPI data to identify issues, trends, and improvement opportunities.
- ♦ Liaising with Department Leads to ensure that local and corporate systems support data capture and reporting requirements.
- ♦ Leading the development and production of web-based reports and assisting in the creation of clear definitions for each KPI.
- ♦ Assisting in the implementation and refinement of customer scorecards and dashboards as used in MD monthly reviews and quarterly functional reviews.
- ♦ Ensuring the timely submission of complete and accurate data from business divisions and central functions.
- ♦ Helping to design & implement appropriate KPIs for each business unit/function.
- ♦ Liaising with Group IT to improve the data collection process and, where possible, to automate the collection of KPI data.
- ♦ Obtaining stakeholder approval for the design of reports / online display of data.
- ♦ Providing support to the Data Administrators and Data Analysts regarding the design and testing of the data capture process.
- ♦ Assisting in the identification of performance improvement opportunities.
- ♦ Advocating and facilitating a mindset that encompasses fact-based decision making and collaboration.

### Product Management Assistant | Everbuild LTD

April 2022 – September 2022

- ♦ Solely responsible for the creation, maintenance, and control of all product & packaging related data on SAP and Unix.
- ♦ Creating and maintaining quality and risk reports to ensure a high level of data accuracy is maintained, allowing business objectives and targets to be properly managed and understood.
- ♦ Lead and support in data migration project, finding gaps in historic data and generating reports to assist with change management.
- ♦ Provide support with new product development, with a focus on data integrity to allow for a smooth and controlled release to the marketplace.
- ♦ Assist the Product Management team with routine product opportunity and range reviews.
- ♦ Identifying opportunities to continually evolve product data and perform controlled stock depletion.
- ♦ Product benchmarking through market research to provide comparison across market positioning, pricing, product features and benefits - highlighting key competitor activity.

### Product Master Data Executive | Interface Europe LTD

June 2016 – April 2022

- ♦ Product data creation and management, maintaining a high level of accuracy and creating quality and risk reporting.
- ♦ Create and maintain new and existing technical specifications for all operations across Europe.
- ♦ Global alignment agent with a focus on data integrity and controlled release of new products into the marketplace.
- ♦ Lead and support in system related projects where operations master data is required, liaising with higher management and all relevant departments on relevant changes to product master data to ensure product consistency and supply chain efficiency.
- ♦ European stock and inventory controller, updating financial data for European business to ensure accurate products costings.
- ♦ Monitor and update controls and audit procedures that continue to ensure on-going compliance with governed external regulations through mining and cleansing large data sets.
- ♦ Implement business decision changes to operational procedures through MOC (Master of Change) process.
- ♦ Handling daily administrative tasks and training new employees.

## Key Skills

- ♦ Using Software Libraries for HTML, CSS & JavaScript pre-designed templates
- ♦ Using web development tools and browser extensions to manipulate existing programming languages
- ♦ Programming language validation and testing
- ♦ Website wireframing
- ♦ Master Data Management/Analytics
- ♦ Master Data Governance and administration
- ♦ Version Control
- ♦ Customer Service
- ♦ People Management
- ♦ Excellent communication skills
- ♦ Staff Training and mentoring

## Technical Skills

- ♦ HTML
- ♦ CSS
- ♦ JavaScript
- ♦ JQuery
- ♦ Python
- ♦ VS (Visual Studio) Code
- ♦ GitHub
- ♦ Balsamiq
- ♦ Slack
- ♦ Microsoft Office
- ♦ Power BI
- ♦ JD Edwards (Oracle)
- ♦ Systems Applications and Products (SAP)
- ♦ Data Access Studio (DAS)
- ♦ Unix Access

## Qualifications/Education

- ♦ **Level 5 Diploma** in Full-Stack Web Development | 2026
- ♦ **BTEC First Diploma** in Art and Design | 2007
- ♦ **GCSE** in Mathematics | 2005
- ♦ **GCSE** in English | 2005

## References

Employment and character references are available upon request

## Professional Experience Continued

### Mortgage & Savings Qualifying Agent | YBS

April 2016 – June 2016

- ♦ Handling incoming calls from Mortgage and Savings customers whilst proving an excellent level of customer service to existing, new and prospective customers.
- ♦ Complete full eligibility and affordability checks using the societies criteria and adhering to strict financial and in-house security regulations.
- ♦ To achieve business targets and company branded product promotion whilst working in a high-pressure environment.
- ♦ Complaint handling/resolution.

### Customer Data Administrator | Interface Europe LTD (1 Month Contract)

March 2016 – April 2016

- ♦ General administrative tasks; data entry, editing and creating customer accounts, data cleansing.

### Customer Account Agent | Vanquis Bank

November 2015 – March 2016

- ♦ Create, build, and maintain a relationship with each customer over the telephone.
- ♦ Deliver excellent customer service that meet the customers' needs and satisfies business objectives whilst adhering to strict financial and in-house security regulations.
- ♦ Complaint handling/resolution.

### Customer Service Advisor

#### Peer Group Mentor | Santander UK PLC

November 2013 – November 2015

- ♦ Build and maintain an excellent level of rapport with new and existing customers whilst servicing banking & savings accounts.
- ♦ Training new employees and providing continuous advice, guidance, and mentorship.
- ♦ Achieve business targets and adhere to strict financial and in-house security regulations whilst working in a high-pressure environment.

### Customer Service Manager | Ladbrokes PLC

June 2008 – November 2013

- ♦ Maintaining an open, honest, and helpful standard of service with the customers best interests foremost.
- ♦ General shop management and setup of sales and marketing displays, making sure to market daily promotions at point of sale wherever possible.
- ♦ Validation of all monies in shop and bank excess takings daily.
- ♦ Ensure all staff practice a high level of customer care and service.
- ♦ General enquiries and complaints policy management both face-to-face and over the telephone.
- ♦ Staff management, training, and performance reviews.

### Entertainer / Sound Engineer | Misty Duo

June 2007 – June 2008

- ♦ Sound engineering and performing.
- ♦ Handling bookings and payment negotiations with Agents over the telephone.
- ♦ Set up and maintenance of equipment.

## Personal Goal Pursuit

### Career Break

September 2023 – Current

At the end of 2023, I made the deliberate decision to pause my career and embark on a journey of personal growth and retraining. During this time, I dove deeply into full-stack web development, building projects using modern technologies such as JavaScript, React, Node.js, Express, and PostgreSQL. I've completed several full-stack applications from concept to deployment, and am confident in my newfound abilities.