



Charlotte Dige

Communications specialist &
web developer



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/CharDige



in/charlotte-dige



<https://chardige.github.io/Web-application-portfolio/>

SUMMARY

Communications specialist and strategist, and aspiring Full Stack Developer, with extensive experience in communications, user experience, and project and change management. Initially educated at the University of South Australia, completing a Bachelor of Journalism & Professional Writing and a Bachelor of Arts (English & Creative Writing), I have backed this up by currently studying full stack web development with the University of Adelaide. Professional experience extends across industries including utilities, insurance, and government--specifically the emergency services--working in areas of communications and digital media for over four and a half years.

Passionate about accessibility, producing engaging and effective communications, and delivering seamless user experiences, I'm driven to provide my expertise and skills in all forms of communications, as well as web development, to ensure the best result for businesses, their internal and external stakeholders, and their customers.

KEY SKILLS

- Internal & external communications (traditional & digital)
- WCAG 2.0 & 2.1
- Mapping customer journeys
- Extensive experience with content management systems (CMS)
- Stakeholder engagement
- Facebook Ads, Google Ads, etc
- Front-end web development, including HTML, CSS (including frameworks i.e. Bootstrap), JavaScript, JQuery, etc.
- Social media management tools
- Search engine optimisation (SEO)
- APIs
- Back-end web development (Node.js, Express.js, MySQL, etc)
- Handlebars.js
- Office 365
- Adobe Creative Cloud
- Objective
- SiteImprove & Google Analytics
- Campaign Monitor, Mailchimp & SendGrid

QUALIFICATIONS

Bachelor of Journalism & Professional Writing, Bachelor of Arts (English & Creative Writing), IPAA Introduction to Project Management, IPAA Leading and Managing Change, Working with Children Check, National Police Check, Oxford Creative Writing Summer School Program Completion Certificate, member of the Golden Key Society, secondary school completion certificate, driver's licence

EDUCATION

2022-
PRESENT

Full Stack Boot Camp

UNIVERSITY OF ADELAIDE

SKLHub

A bartering application to share skills with your community

- JavaScript, CSS (inc. Bootstrap), HTML
- Node.js & Express.js
- Handlebars.js
- NPM packages (sequelize, MySQL2, dotenv, bcrypt, connect-session-sequelize, express-handlebars, express-session, email-validator)

<https://warm-citadel-17427.herokuapp.com/>

Tech blog

A blog for developers to connect and share ideas

- JavaScript, CSS (inc. Bootstrap), HTML
- Node.js & Express.js
- Handlebars.js
- NPM packages (sequelize, MySQL2, dotenv, bcrypt, connect-session-sequelize, express-handlebars, express-session)

<https://pacific-dusk-52662.herokuapp.com/>

Travel planner

Plan your interstate & international activities & budget

- jQuery
- HTML
- CSS Materialise
- API

<https://chardige.github.io/Travel-planner/>

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EDUCATION CONTINUED

2015-2018 UNIVERSITY OF SOUTH AUSTRALIA

Bachelor of Journalism & Professional Writing, Bachelor of Arts (English & Creative Writing)

- **GPA:** 6.16
- 2018 - Awarded University Merit Award
- 2017 - Accepted into Golden Key Society
- 2017 - Awarded University Merit Award
- 2016 - Awarded University Merit Award

2016 THE UNIVERSITY OF OXFORD

Oxford Creative Writing Summer School

Subjects

- Critical reading for creative writers
- Developing as a creative writer

2010-2014 ABERFOYLE PARK HIGH SCHOOL

Completion of secondary school

- **ATAR:** 89.6

CAREER

2022 - PRESENT COMMUNICATIONS & ENGAGEMENT ADVISOR
Ventia

- **Communications management:** managed and lead communication activities for large state government contract, including digital, corporate, media, etc for a wide variety of internal and external stakeholder.
- **Strategic planning:** developed and delivered a variety of strategies and planning for communications, including an overarching communications strategy for the contract, stakeholder-specific communication plans, and more.
- **Communications coordination:** developed, coordinated and delivered communications activities as outlined in strategies to support raising the contract's profile internally and externally.
- **Stakeholder engagement:** engaged with a variety of internal and external stakeholders to support the delivery of projects, communications and change management.

2019 - 2022 WEBSITE AND SOCIAL MEDIA COORDINATOR
SA State Emergency Service

- **Social media management:** managed, monitored, created content and reported on the SASES social media--including Facebook, Twitter, Instagram, LinkedIn, YouTube and Flickr--to increase growth and engagement during business as usual and severe weather (activation) events.
- **Website administration:** planned, strategised and developed user-centric content for the SA State Emergency Service website and volunteer portal, ensuring accessibility guidelines were met and they were improved for SEO and user experience.
- **Corporate communications:** assisted with the development and delivery of internal and external communications, including internal bulletins, media releases, speaking to the media and supporting media conferences.
- **Strategic planning and project management:** developed and delivered a digital media strategy, and then led and assisted in the management of projects identified in the strategy, including user experience and accessibility reviews of digital platforms, engaging with stakeholders, and coordinating and delivering solutions.

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CAREER CONTINUED

SEPT- OCT 2019 EVENT COORDINATOR Department of Human Services SA

- **Event coordination:** organised suppliers, booked equipment and ensured successful delivery of government events.
- **Budget:** assisted in organising budgets for events by comparing suppliers and processing invoices while keeping a record of expenditure.
- **Corporate communications:** produced and delivered communications for internal and external audiences, including intranet stories and media releases.

2018-2019 COMMUNICATIONS COORDINATOR Royal Automobile Association of South Australia (RAA)

- **Digital communications:** coordinated the production and delivery of internal communications on digital platforms, including the e-news through SendGrid and intranet content through SharePoint.
- **Corporate communications:** produced, coordinated and delivered communications to internal and external stakeholders.
- **Media releases:** assisted in producing and editing media releases, and scheduling them for distribution using Campaign Monitor.

2017-2018 TRANSFORMATION COORDINATOR (COMMUNICATIONS SPECIALIST) SA Power Networks

- **Corporate communications:** produced, coordinated and delivered communications to internal and external stakeholders.
- **Website content creation:** developed and designed simplified and customer-friendly content for the SA Power Networks website, using mapped customer journeys to enhance the user experience.
- **Marketing:** coordinated marketing collateral for projects, and organised and presented branding for a project portfolio.
- **Stakeholder engagement:** worked closely and communicated to impacted stakeholders across different projects and areas of the business.

2013-2017 VARIOUS RETAIL SALES ASSISTANT & FOOD SERVICE WORKER ROLES

VOLUNTEERING 2017-2018 WRITER'S SA (FORMERLY SA WRITER'S CENTRE)

Organised workshops and writing-specific meet-ups, which involved setting up rooms; providing attendees with coffee, water, food and stationery; keeping a role of attendance; cleaning up at the end of the night; and locking up the building.

2010-2012 SEEDS UNITING CHURCH

Helped at events by assisting in decorating and organising youth group celebrations and church meetings. Also performed maintenance and administration duties.

REFEREES

Referees will be provided on request.