

Charlotte Mackay

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Profile

Junior Developer with a 1st Class BSc in Computer Science for Games and currently pursuing an MSc in Advanced Computer Science. Former project and team manager in the financial services sector, now focused on building dynamic user experiences in web and game development. Technically strong, adaptable, and eager to contribute to development teams with a blend of creativity, coding skills, and project experience.

Tech Stack

- Languages: C++, C#, Java, JavaScript, Python, PHP, HTML5, CSS3
- Frameworks/Libraries: React, Django, Phaser, three.js, Jest
- Game Development: Unreal Engine, Unity, SDL
- Databases: SQL, PostgreSQL
- Tools: Git, Docker, VS Code, TeX, CMake, Blender
- Testing: Unit testing, QA processes

Projects

Education game in UE5 (Masters dissertation): Designed and implemented a puzzle game to teach basic cryptography. Built a quest, puzzle and interaction system in C++.

Puzzle Solver App: Built a multi-puzzle solver using React.js and recursive algorithms to solve logic puzzles efficiently. Features modular components and a comprehensive test suite.

Online Payment Service: Developed a web-based payment platform using Python, Django and PostgreSQL, focusing on secure transaction workflows and user authentication.

Procedural Generation Engine (BSc dissertation): Created a procedural system in Unreal Engine 5 using C++ and Blueprints to generate unique, replayable game worlds, streamlining level iteration workflows.

Experience

Data Access & Commissions Advisor | Santander Consumer Finance UK

Jan 2023 to Mar 2025

- Adhere strictly to company policies, service levels, and all current legislation.
- Ensure all customer data is accurately recorded and managed in compliance with GDPR and relevant regulatory guidelines.
- Escalate or resolve risks in line with SCUk risk policies and the broader legislative & regulatory framework of the San UK group
- Respond to customer commission queries received via Data Subject Access Requests (DSARs) and complaints, ensuring clear and accurate written communication.
- Investigate, log, resolve, and respond to queries within established time frames.

Technical Admin Advisor | Santander Consumer Finance UK

Aug 2021 to Jan 2023

- Ensure excellent customer outcomes by maintaining high service levels, demonstrating skills in customer engagement and satisfaction.
- Addressed customer queries via email and handled advanced enquiries by telephone.

- Contributed to high levels of customer satisfaction through proactive communication and problem-solving.
- Maintained exceptional productivity scores, consistently delivering high-quality work.
- Demonstrated strong analytical skills, database administration expertise, and attention to detail.

PSA Finance | Training and Projects Manager

Apr 2019 to Aug 2021

- Lead the training and development of the customer services team, alongside delivering key business-defining projects.
- Led digital projects, conducting performance analyses post-delivery
- Undertook QA testing and implementation of critical business systems, including telephony and CRM systems, reflecting skills in quality assurance processes.
- Contributed to developing and delivering a new customer management system, showcasing ability in learning and implementing complex systems.
- Developed and executed a new onboarding training structure, leading to improved staff retention and performance.
- Reviewed and improved departmental processes, demonstrating a skill for optimising operational efficiency.
- Managed multiple projects and staff training

Customer Services Call Centre Manager | PSA Finance

Apr 2017 to Apr 2019

- Responsible for leading the team in achieving high service levels in a busy and changing call centre environment. Reflecting leadership and team management skills.
- Managed recruitment, training, and coaching of the team.
- Analysed call centre data for process improvements, driving efficiency and customer satisfaction.
- Designed and managed staff incentives and performance, fostering an engaging work environment.

Various admin and leadership roles | Santander Consumer Finance UK

Jan 2011 to Apr 2017

- Throughout my career at SCUUK, I have held various roles, always keen to learn as much as I could and improve my skills

Education

MSc Advanced Computer Science

The University of Sussex

2024-Present

BSc (Hons) 1st Class Computer Science for Games

The University of Brighton

2021-2024

The Open University - Diploma of Higher Education Business Management

2016-2018

PRINCE2 Project Management - AXELOS Global Foundation and Practitioner

2014