

# Courtney Jeremiah

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Portfolio:

## Personal Profile

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Past: I have had a mixed background of education across the creative fields and have always had a strong interest in design and its processes

Present: Currently I am working as a customer assistant and am looking to switch careers into the tech field, more specifically web / software development.

Future: Aspiring to have a successful career in the software development field by pushing myself to use languages to a high standard and keeping up with the latest updates and relevant practices.

## Education and IT Training

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10/23 – 12/23

**Just IT Training Ltd, London**

**Digital Skills Bootcamp:**

A six-week intensive bootcamp covering the fundamentals of Digital skills allowing me to decide that I wanted to pursue software development as a career.

03/24-Present

**Just IT Training Ltd, London**

**Digital Skills Bootcamp: Software Development**

A twelve-week intensive bootcamp covering the fundamentals of Web and Software development.

09/18 - 06/20

**City of Westminster College, London**

**UAL Extended Diploma**

Pass - Art and Design

09/12 - 06/17

**Holland Park School, London**

**GCSE**

11 - A-C grades in subjects including Maths and English

## IT Skills

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**Software Development Skills:** Software Frameworks, Databases, Broad understanding of fundamental concepts

**Web Technology:** HTML, CSS, JS

**Core Programming Languages:** HTML, CSS, JavaScript, Python, SQL

**Projects:** Portfolio Website, JavaScript Memory Game, Website Clone, Python Database

## Employment History

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11/18-Current

**Marks and Spencer, London White City**

**Customer Assistant**

- In store, I have assisted frustrated customers by listening to their needs, guiding them to the item they sought, and ensuring they left satisfied.
- I effectively communicated with customers both verbally and in writing. When addressing inquiries in person or over the phone, I ensured clarity and professionalism in my spoken responses, guiding customers through their concerns with patience and understanding.

- In my job I have a sort of free flow role where I can help wherever needed making the floor as a whole run smoothly this means I will handle any errors on the tills and escalate the situation to a manager if necessary or trouble shoot any technical errors happening with till points across the floor. This means that the manager can continue with tasks that they need to do with less distractions and staff are not hindered with technical difficulties.
- When I am on shift, I am always trusted to work at multiple different stations at the same time, e.g. manning the self-checkout tills to handle any customer queries whilst also handling customers' orders and collections.

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**Interests and Achievements**

**Computing:** I have been building my own / my friends PCs since 2016 and have always had an interest in problem solving and tinkering with tech related things.

In both my work and home life I am always the one to ask for troubleshooting any computer problems, doing software updates / installations as well as providing guidance to other staff or family members about how to use the tool or software.

**Hobbies:** Photography, Fashion, Gaming, TCGs

**References available upon request**