# CATHERINE DALY
## JUNIOR FULL STACK SOFTDEVELOPER

## PERSONAL PROFILE

A curious Full Stack Developer, soon to be qualified with the Code Institute, ready to add value to an organisation which can continue to expand my horizons. I have been highly stimulated by the challenge of engaging with innovative software development, unlocking both my creativity and logical-thinking skills, as well as applying my innate acute attention to detail.

I offer various transferable skills from the retail sector, including team leadership, management, customer relations, problem solving and communication.

## KEY SKILLS

- **Languages:** HTML, CSS, Javascript, Python
- **Databases:** MySQL, PostgreSQL
- **Libraries:** jQuery
- **Version Control:** Heroku, GitHub, Git
- **Frameworks:** Flask, Django, Bootstrap
- Working knowledge of Agile Development

## PERSONAL COMPETENCIES

- Leadership and management skills
- Problem-solver
- Collaborative worker
- Excellent attention to detail
- Highly adaptable
- Effective communicator

## CONTACT

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**GitHub:** github.com/ClDaly2904
**Web Resume:**
cldaly2904.github.io/cdaly-cv/

## EDUCATION

**Code Institute** Dec 2021 - Feb 2023
Diploma in Full Stack Software Development (E-commerce Specialism), SCQF Level 8 (Awaiting final grade, 4 Merit grades received currently)
Credit rated by the University of the West of Scotland
**University of Gloucestershire** Sept 2015 - June 2017
Certificate of Higher Education in Primary Teaching (Maths Specialism)
**Cleeve School and Sixth Form Centre** Sept 2007 - July 2015
4 AS level passes
3 A level passes
13 A* - B GCSE grades including Mathematics, English and IT

## PROJECT PORTFOLIO

**Beauty Broker** https://github.com/ClDaly2904/beauty-broker
A sleek and fully fledged e-commerce website for skincare lovers including products, payments, basket, wishlist and user account functionalities
Technologies used: Python, Django, Javascript, Bootstrap, Heroku, AWS, Stripe, HTML, CSS and Elephant SQL database
**Sushi & Sake** https://github.com/ClDaly2904/restaurant-booking-system
A vibrant Japanese restaurant website complete with booking functionality based on availability, admin dashboard and user accounts
Technologies used: Python, Django, Javascript, Bootstrap, Heroku, Cloudinary, HTML, CSS and Elephant SQL database
**Contact Book** https://github.com/ClDaly2904/contact-book
A terminal based contact book with CRUD and search functionality using Python
Technologies used: Python
**Rock, Paper, Scissors** https://github.com/ClDaly2904/rock-paper-scissors-game
An interactive browser based version of the classic rock, paper, scissors game.
Technologies used: HTML, CSS, Javascript
**Release** https://github.com/ClDaly2904/release-mindfulness-site
A static website to introduce beginners to relaxation techniques such as yoga
Technologies used: HTML, CSS

## EMPLOYMENT HISTORY

### Deliver Service Ambassador & Lead Driver Assessor
**Waitrose & Partners, John Lewis Partnership** Oct 2020 - Present
- Schedule a team of circa 40 delivery drivers and administration support to maximise efficiency whilst minimising overtime costs
- Act as first point of contact for both partners and customers. Use initiative for resolution of queries and challenges
- Assess the standard of Partnership drivers against Partnership Standards to provide feedback, targeted training exercises and further training where appropriate
- Ensure information is recorded accurately on all Transport and Personnel Management systems and documents. Audit documentation to achieve high standard of legal compliance, minimising branch risk exposure
- Analyse data such as KPI's, failed pick availability and rejected substitutions to improve customer experience

### Assistant Team Manager, Customer Service
**Waitrose & Partners, John Lewis Partnership** Jan 2020 - Oct 2020

- Contributed to positive customer experience by organising cross-training of partners to establish a more fluid operation and increase partner knowledge
- Vastly increased customer uptake of QuickCheck, reducing checkout wait times
- Attained a high level understanding of commercial and personnel systems to ensure accurate creation and maintenance of partner records

### Team Leader, Compliance/Replenishment
**Waitrose & Partners, John Lewis Partnership** Jul 2018 - Jan 2020

- Entrusted with successfully implementing training of new Ring Central phone system to managers and partners across the branch
- Headed up the rollout of the new Waitrose uniform, orchestrating the measuring and ordering of uniform for over 300 partners. Provided feedback to influence the rollout for future stores
- Champion 'Food Cloud' for the branches surplus food donations to support local charities