CATHERINE DALY
JUNIOR FULL STACK SOFTWARE DEVELOPER

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 transferrable skills from the retail sector, including team leadership, management, customer relations, problem solving and communication.

Education

CODE INSTITUTE
Dec 2021 - Present (expected finish 14.02.23)
Diploma in Full Stack Software Development (E-commerce specialism, SCQF Level 8)
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 OF EXCELLENCE
Sept 2007 - July 2015
13 A* to B GCSE grades including English, Maths and IT
4 AS level passes
3 A level passes

Portfolio Projects

RELEASE
Static website to introduce beginners to relaxation techniques such as yoga.
GitHub - https://github.com/ClDaly2904/release-mindfulness-site
Technologies used - HTML, CSS

ROCK PAPER SCISSORS
Interactive browser based version of the classic Rock Paper Scissors game.
GitHub - https://github.com/ClDaly2904/rock-paper-scissors-game
Technologies Used - HTML, CSS, Javascript

CONTACT BOOK
Python terminal based contact book.
GitHub - https://github.com/ClDaly2904/contact-book
Technologies Used - Python

SUSHI & SAKE
Japanese restaurant website complete with booking functionality based on availability, admin dashboard and user accounts.
GitHub - https://github.com/ClDaly2904/restaurant-booking-system
Technologies Used - HTML, CSS, Bootstrap, Heroku, Cloudinary, Django, Heroku PostGres, Javascript

Experience

WAITROSE & PARTNERS, CHELTENHAM
DELIVER SERVICE AMBASSADOR & LEAD DRIVER ASSESSOR
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
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, REPLENISHMENT/COMPLIANCE
July 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

CHECKOUT SUPERVISOR
Dec 2014 - July 2018

- First point of contact for resolving customer and cashier queries at payment point
- Proactively managed queues to improve customer experience