

# Claire Potter

Ashford, Kent, United Kingdom \* +447515659564 \* [clairepotter019@gmail.com](mailto:clairepotter019@gmail.com)

\* Linked In: [Claire Potter](#) \* Online Resume: [Claire Potter](#)

## CAREER OBJECTIVE

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Full Stack Developer / Product Manager looking for the right company to contribute to and grow alongside.

I am currently a student at Code Institute, studying for a diploma in full-stack web development which will be completed by the end of March 2022. I enjoy problem-solving, coming up with new ideas and solutions and learning new skills.

In my previous role, with Nedbank South Africa, I was the Product Manager for various modules within the SAP Human Capital Management System. I performed a multi-functional role as the main liaison between business and IT as well as being the system superuser. I worked closely with the development team to deliver functionality enhancements, roll out new modules, fix bugs and roll out planned system releases. Through this role, I worked on an agile cross-functional team. I, therefore, have experience working across the development life-cycle.

Leveraging off my 11+ years of experience and proven knowledge of SAP HR system management, I am confident that my studies will open the necessary doors to pursue a career in software development or to bolster my skill-set as a Product Manager.

## EXPERIENCE

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### CODE INSTITUTE, Dublin, Ireland (online)

*Student: Full Stack Development Diploma, 01 Apr 2021 – 31 Mar 2022*

- Currently completing my diploma with Code Institute in Full Stack Web Development
- Front-End Languages: HTML5, CSS3, Javascript
- Back-End Languages: Python
- Frameworks: Django, Flask, Bootstrap
- **Completed Projects:**
  - ❖ **Please follow the link to my online Resume above to view completed projects.**
  - ❖ Front-End static project developed in **HTML** and **CSS**: Passed with **Distinction**
  - ❖ Front-End interactive project developed in **HTML**, **CSS** and **Javascript**: Passed with **Distinction**
  - ❖ Back-End project developed in **Python**: Passed with **Distinction**
  - ❖ Full stack project developed in Django/Python, HTML/CSS utilising Bootstrap and Javascript.
    - Database used for development - sqlite3 database. A PostgreSQL database through Heroku used for the deployed website.
    - Passed with **Distinction**
- **Final Project due 31 March 2022:**
  - ❖ Full Stack e-Commerce Application.

### MY LIFE KENT Ashford, Kent

*Care Assistant, 01 June 2020 – 26 October 2020*

- I worked as a contract Care Assistant for five months after arriving in the United Kingdom.
- I felt it was important to give back to the community by performing a duty which was much needed, particularly due to the Covid-19 environment.
- I took some time to really unpack how I wanted to go forward with my career.

## **NEDBANK, Johannesburg, Gauteng**

*Product Manager: HCM Specialist: Employee Services, Oct 2015 – 02 April 2020 (remote worker from 15 December 2019 onwards)*

### **Job Requirements:**

- Effectively manage projects to ensure delivery whilst adhering to business policies and processes.
- Optimise business value through system enhancement as the liaison between Business and IT.
- Complete the necessary business analysis and specification documents for any new module implementations, system enhancements and changes
- Deliver superior client service by providing system administration support and expertise to the Business on the SAP HCM On-Premise System and the Success Factors System.
- Innovate, ideate and problem solve to resolve business needs whilst maintaining system integrity.
- Deliver an improved client experience by working collaboratively and inclusively.
- Able to learn new skills and technology quicker than others and implement changes.
- Work within a Software environment, utilising UX Design, the Design Thinking Process and the Agile Framework.

### *HR Consultant and System Specialist, Jan 2011 - Oct 2015*

- Effectively supported the Rest of Africa businesses through HR system management, HR system support and HR policy and practice support
- Successfully implemented an HR and Payroll system, Psiber, within five subsidiaries across the African continent: Namibia, Swaziland, Lesotho, Malawi and Zimbabwe

### *Personal Assistant and HR Administrator, Mar 2009 - Dec 2010*

- Ensured alignment across Nedbank Africa businesses to South African HR process and practice through effective HR administration and guidance.
- Supported the HR Executive to provide an end to end HR function to the Rest of Africa Subsidiaries.

### *Floor Manager, Jun 2008 - Feb 2009*

- Delivered an improved client experience through effective support and service within the Retail Bank Branch environment.

### *HR Administrator, Mar 2007 - Feb 2008*

- Effectively supported the HR Function within an IT Project Management environment.

## **EDUCATION**

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### **CODE INSTITUTE**

**Dublin, Remote - <https://codeinstitute.net/>**

*Diploma: Full Stack Development (Mar 2022)*

### **UNIVERSITY OF SOUTH AFRICA**

**Pretoria, Gauteng**

*Bachelor of Commerce Human Resources Management (Dec 2009)*

## **TECHNICAL SKILLS**

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- HTML 5
- CSS3
- Javascript
- Django/Python
- SQL
- SAP SuccessFactors Administration
- SAP JAM Collaboration
- SAP SuccessFactors Onboarding Administration

- SAP SuccessFactors Recruiting Management Administration
- SAP SuccessFactors Recruiting Marketing Administration
- SAP SuccessFactors Succession Administration

## **ADDITIONAL SKILLS**

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- User Design
  - Design Thinking Process
  - Agile Framework
  - Gitpod and Github repository and version control system
  - SAP HCM System Administration
  - Success Factors System Administration
  - Understanding of Systems Integration
  - HR MIS
  - Business Analysis
  - Problem Solving Skills
  - Proficient Communication Skills - English Language
  - Microsoft Office
  - Full end to end testing process
  - Client training
  - Technical support
  - Process Mapping
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