

Diana Silva

dianasill.github.io

SUMMARY

Experienced professional with a strong background in management and system support. Currently pursuing a degree in Computing and IT specialising in Software Development, I bring a unique blend of knowledge and technical skills.

EDUCATION

BSc Hons Computing and IT (Software)	12/2023 - Current
The Open University	Milton Keynes, UK

EXPERIENCE

System Support Officer	07/2024 - Current
Housing21	South Region, UK

- Primary contact for care system software in the South Region, providing support in person, via phone, and MS Teams.
- Managed the project lifecycle for each scheme from planning to go-live, ensuring deadlines were met and successful implementation was achieved.
- Led User Acceptance Testing (UAT), ensured pre-launch data migration, and provided feedback.
- Delivered online and in-person training during the go-live phase for seamless integration.
- Reported progress, identified concerns, and communicated updates to Regional Patch Managers and Project teams.
- Recommended improvements and promoted software benefits across the business.

Assistant Care Manager	01/2024 - 07/2024
Housing21	Northamptonshire, UK

- Managed daily facility operations and resident care plans.
- Assessed and updated care plans to meet resident needs.
- Trained and guided staff for professional development.
- Handled administrative tasks and data analysis for audits.
- Ensured compliance with regulatory standards for quality care.
- Conducted risk assessments and implemented mitigation measures.

SKILLS

- Html
- CSS
- JavaScript
- Python
- SQL
- PostgreSQL
- Express.js
- React
- Git
- Figma

CONTACTS

dianasilva050@outlook.com
linkedin.com/in/diana-js