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)   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

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