

# FRANCES HUGHES

## FULL STACK DEVELOPER

### Skills

#### - Analytical/problem-solving

I am confident in my ability to identify risks and develop creative solutions to problems. While working at the Ministry of Justice, I was often often praised for my ability to think outside the box, and my initiative in addressing and solving problems.

#### - Communication

I have excellent interpersonal skills and am confident in my communication skills (both oral and written) in 5 languages.

#### - Organisational skills

I am excellent at planning ahead and meeting set deadlines. While working full time with the Ministry of Justice and ASB, I was able to exceed set targets while studying a Business Certificate in Economics at Massey University part time, maintaining high grades, and receiving Certificates of Distinction for several papers.

#### - Attention to detail

I am often praised for my ability to pick up on irregularities that are often missed by others. This was an essential skill I strengthened during my previous role as an Issuing Officer of Search Warrants.

#### - Versatile

I am a quick and enthusiastic learner. Able to grasp new concepts quickly, I thrive in a fast paced environment, and am often praised for my ability to quickly adapt and solve new challenges. I have an excellent capacity to retain new knowledge.

#### - Teamwork and Leadership:

I am able to contribute effectively both autonomously and as part of a team. I have experience in leadership roles and enjoy working in a diverse and dynamic team setting. At the Ministry of Justice I was assigned the role of fire warden due to my effective leadership skills and ability to work well and take charge under high stress situations.

#### - Project & Case Management:

Experienced in case management and all project phases using Agile Methodologies. While learning Full Stack Development at Dev Academy, I was in charge of several group projects. I also have over 4 years experience with planning and leading meetings in order to achieve set deadlines.

## About Me

A multilingual, highly motivated full-stack developer with a background in banking and legal. Able to grasp new concepts and problem solve effectively, I thrive in a fast paced environment.

## Experience

### 2022 | Dev Academy

#### Apprenticeship in Full Stack Development

- Completed an intensive 800 hour full immersion web development training programme replicating a real life programming/coding work environment.
- Developed web development skills (Node.js, React, React Redux, HTML, CSS, JSON, and npm).
- Gained Experience using APIs, Git, and Auth0.
- Gained familiarity with Agile and Agile Principles.
- Gained knowledge of browser-based application architecture in real-time systems.
- Gained experience with Database Development: SQL stored Procedures (Knex, migrations, and seeds).
- Designed and built functional apps and tests for quality checking.
- Written well-designed, testable, and efficient code.
- Gained knowledge of cloud servers such as Heroku.

### 2022 | ASB Bank

#### Payments & Cash Operations Officer

- Managed the ASB Deceased Estates team inbox, scheduled and led meetings, created comprehensive reports, and allocated tasks to team members to achieve daily targets.
- Maintained, coordinated, and updated the client database, records, and client preferences.
- Manually testing newly developed software and advising what changes need to be made to meet requirements of the Payments and Cash Operations team.
- Demonstrated proficiency in meeting Service Level Agreement (SLA) requirements, reducing lead times of reports from 5 days to 1 day.
- Analysing, reporting, and resolving issues for a wide range of stakeholders.
- Identifying and reporting potential risks to the bank and customers.
- Processing requests and generating reports for Executors/Solicitors in a timely manner.
- Assisting in identifying, developing, and prioritising continuous improvement ideas.
- Providing coaching and employee training to team members on Kiwisaver and insurance policies.

## Education

**AWS Cloud Practitioner Certification |**  
February 2023 - present

**Dev Academy | 2022**

NZQA Certificate Full Stack Development

**Massey University | 2021 - 2022**

Certificate in Business Studies (Economics)

**University of Auckland | 2012 - 2016**

Bachelor of Arts Degree (French & Mandarin)

## Languages

English	<div></div>
French	<div></div>
Mandarin	<div></div>
Spanish	<div></div>
Italian	<div></div>

## Tech

HTML  
CSS  
React  
node.js  
Git/Github  
APIs  
Auth0  
SQL  
AWS Cloud  
PHP  
C#

## Contact

### Phone

021 061 4757

### Email

franceslhughes@hotmail.com

### Github

github.com/frances-hughes

### LinkedIn

linkedin.com/in/frances-l-hughes/

## Experience

### ● 2017 - 2022 | Ministry of Justice (Auckland/Hamilton DC) **Court Registry Officer/Deputy Registrar/Issuing Officer**

- Case management: juggling competing priorities and working well under pressure to ensure the client database, files, and records are accurate, up to date, coordinated, and well prepared prior to court hearings.
- Using sound judgment and analytical thinking when considering applications for search warrants, production orders, and warrants to arrest submitted by prosecuting authorities, applying relevant legislation and making objective decisions.
- Building and maintaining relationships with Judges, Community Magistrates, lawyers, prosecuting authorities, advisors, and Ministry stakeholders.
- Facilitate the running of courtrooms, ensuring court hearings are run smoothly and efficiently.
- Documenting court proceedings for transcriptionists, requesting and organising storage of court records and transcripts.
- Generating court orders, notices, and warrants in a timely manner to ensure deadlines are met and respective parties are served promptly.
- Innovated ways to process documentation and keep record of court files, exhibits and court transcripts to increase productivity and ensure efficient management of files.
- Liaising with the media in regards to high profile cases I manage, ensuring to act professionally at all times and to answer enquiries promptly and within my permitted boundaries.
- Maintained an inventory of office stationery supplies.

### ● 2017 | Immigration New Zealand

#### **Immigration Officer (Fixed-Term Contract)**

- Case management: juggling competing priorities and working well under pressure to meet targets and tender, lodge, and process 30 visa applications per day.
- Using risk mitigation, verification processes and profiling tools-systems to manage risk for application assessment and document findings in relevant systems and tools.
- Managing all application related material securely in accordance with the relevant legislation.
- Proactively identifying trends in risks and communicating them with relevant staff or managers.
- Investigating passports with questionable authenticity and escalating risks to relevant senior staff where required and in accordance with Standard Operating Procedures.
- Liaising with customers, third parties, and stakeholders to obtain further information or answer queries.
- Processing Visitor/Work/Student/Resident/Permanent Resident Visa transfers in addition to Permanent Resident Visa General applications and Essential Skills applications.

## References

Available on request