Perth, WA

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https://www.linkedin.com/in/hannah-bethhannah-becker/

https://github.com/hannahhollywood

Hannah-Beth Hannah-Becker

ABOUT ME

I am an experienced technical recruitment consultant and customer service professional, who holds a double degree in Bachelor of Behavioural Science (Psychology) & Bachelor of Business.

I have a true passion for people, analytics, continual service improvement and organisational psychology, and have a strong understanding of how technology can be utilised to empower businesses and simplify processes.

In June 2022 I graduated from the She Codes Plus Australia program, a course designed to upskill women for the #FutureOfWork!

For the next stage of my career, I would like to transition into a software developer role where I can use my experience and drive, bringing passion and excitement for learning and self-improvement to an established team, and continue on my coding journey.

TECHNICAL SKILLS

- Exposure to Frontend: HTML, CSS, JavaScript, ReactJS
- Exposure to Backend: Python, Django, Django Rest Framework (DRF), APIs, SQL
- Tools: VsCode, Insomnia, Heroku, git & GitHub
- PC/Mac/Mobile Troubleshooting
- Sales & Post-Sales Support
- Microsoft Office 365 (Outlook, Word, Excel, PowerPoint)

GENERAL & INTERPERSONAL SKILLS

- Customer Service
- Stakeholder Engagement
- Effective Communicator
- Excellent Time Management
- Management/Mentorship
- Problem Solving
- Empathy & Resilience
- Autonomous Worker

- Interviewing
- Workshopping
- Business Development
- Industry Software Tools
- Technical Recruitment
- Training & Development

🎓 EDUCATION

She Codes Plus | She Codes Australia (Perth)
NOV 2021 – JUNE 2022
https://github.com/hannahhollywood

Bachelor of Behavioural Science (Psychology) & Bachelor of Business (International Business) | Queensland University of Technology (QLD)
FEB 2015 – JULY 2019

Forensic Psychology and Law (Winter Program) | Maastricht University (The Netherlands)
JAN 2019

Certificate III Information Technology (Network Administration) | TAFE Western Institute (NSW)
NOV 2011

Queensland Certificate of Education (Distinction) | The Glennie School (QLD)
NOV 2010

💼 WORK HISTORY

Recruitment Team Manager – Hays Technology | Hays Recruitment
FEB 2020 – PRESENT

My current role requires me to source and attract quality Software Development, Cloud and Advanced Data & Analytics candidates using various recruitment databases, including Hays owned database OneTouch, LinkedIn Recruiter and Seek search.

To be successful in this role I am required to have a very strong technical understanding of programming languages, frameworks, systems and project methodologies to find the right candidates that suit my clients' needs.

As Recruitment Team Manager, I am required to lead, train and mentor 2-4 Recruitment Partners, managing our weekly job flows via daily Scrum-board meetings, enabling team cohesiveness and collaboration.

Key Duties:

- Interact with candidates & important stakeholders internally and externally in the work place, through telephone, email and face to face communications.
- Conduct interviews with candidates utilising effective recruitment and interview techniques in order to assess competency.
- Responsible for conducting professional reference checks.
- Review and assess important documentation, including reviewing resumes, job descriptions and confidential documents.
- Meet with clients to take in detailed role briefs and convert this into meaningful advertisements and/or marketing communications to attract the right talent.
- Meet monthly KPI targets by implementing effective management of my work load and daily objectives.
- Undertake management, mentorship & training duties for all new starters in the team (Part of the Hays Emerging Leaders Program)
- Active member of the Hays Find & Engage Committee and Hays Systems Experts Trainers Team, to assist in coaching the wider business to use more effective recruitment processes.

Major achievements: 1# Candidate Satisfaction League (June 2022), National Technical Recruitment Partner of the Period (Jan 2022), Recruitment Partner of the Year (July 2021), Client Service Excellence Award (Aug 2020, Apr 2022), Hays Braveheart Award (Dec 2020), Associate of the Period (Aug 2020).

Senior Technical Expert | Telstra
SEP 2015 – NOV 2019

Provided pre-sales advice and end-to-end post-sales technical support for Telstra home and business offered services, assessed products for warranty replacement, managed and audited in-store inventory and stock, performed all visual merchandising fitting throughout the store, and organised all marketing campaigns. Additionally acted as a technical SME for Google products via their Ph.G. Expert Program.

Major achievements: Nominated for "Tech of the Year" and recipient of "Top Compliant Telstra Platinum Tech Bar" awards (FY 2018/19), Represented Telstra's Tech Bar service at the Telstra Vantage conference (July 2018), Recipient of "Top Sales Consultant" and "Customer Service Champion" awards (FY 2015/16).

Sales & Service Consultant | Telstra
FEB 2015 – NOV 2019

Specialised in mobility and broadband sales and was part of the Local Resolution Support team which maintained client relationships for both Telstra consumer and business accounts. I was recognised as the top sales consultant in store for Financial Year 2015/16 and was also awarded the Customer Service Champion award both years.

Mitsui & Co. Immersion Program | Queensland University of Technology
JUN 2018 – JUL 2018

Selected as one of six high achieving students from the Queensland University of Technology under the Australian New Colombo Plan to participate in a short-term internship program at the international trading and investment company Mitsui & Co in their Tokyo Japan headquarters.

Participation in this internship opportunity allowed myself and other participants to immerse ourselves within Japanese business culture and operations, while engaging directly with executives, representatives and employees from Mitsui & Co.

PROGRAMS & PROJECTS

She Codes Plus Australia | She Codes Australia
NOV 2021 – JUNE 2022

A six-month scholarship program designed to inspire women to join the tech industry. I spent over 350 hours learning the fundamentals of developing web applications. Topics included learning how to solve problems programmatically with pseudo code, working with HTML/CSS, manipulating data with Python, and using frameworks such as Django and ReactJS to build functional and mobile responsive websites.

- **HTML/CSS, JavaScript:** Portfolio Website:
  - o Built multiple HTML responsive webpages using @mediaqueries, included a functional 'contact-me' form, implemented styles to differentiate between active, hover and focus states, and created a JavaScript typing-effect.

- **Python:** Python Weather Project:
  - o This exercise taught us about Test Driven Development in Python while testing our knowledge on fundamental programming concepts (variables, primitive data types, user input, conditionals, loops, working with structured files, functions, and OOP basics). We had to develop code that passed supplied test conditions and printed out text based summaries of the supplied data.

- **Django, HTML/CSS:** She Codes News:
  - o This project taught us the basics of web application development and the need for

user authentication. I developed a news website that allowed authors to create an account, manage their public profile, post/edit/delete only their own stories, sort stories by date, and read published articles from themselves and other users.

- **Django Rest Framework (DRF), JavaScript and React:** The Fund-Inator:
  - Built a crowd-funding website called "The Fund-Inator", a mock website where geniuses can fund their own diabolical inventions!
  - The API was built using the Django Rest Framework, and the front-end was built in React, JavaScript, HTML/CSS.

    Features Implemented:
    - User account creation & editing functionality, project and pledges creation, editing and deletion functionality.
    - Detailed permissions for users - edit and delete only for logged-in users.
    - Custom error pages and returning relevant status codes for successful and unsuccessful requests to API.
    - Implemented token authentication and some responsive web design.

    Key Learnings:
    - During this project I learned the importance of the planning stage, including how to create an MVP plan, wireframing, API specifications and created a database schema.
    - Use of Insomnia & JSON data for continuous testing.
    - Created various features on the front-end with React and JavaScript, including editing pledges, profiles and projects, user account creation and token authentication, user login/logout buttons, and a functional pledge-total calculator.
    - Cloud deployment to Heroku.

- **Django Rest Framework (DRF), JavaScript and React:** She Codes {WinWall}:
  - For the capstone group project of the She Codes Plus program, we worked with a real end-client, who tasked us with building a "WinWall" website that enables women who attend the She Codes workshops to submit their "wins" on a virtual sticky-note, which are then displayed on a constantly updating virtual board.
  - The API was built using the Django Rest Framework, and the front-end was built in React, JavaScript, HTML/CSS.

    Features Implemented:
    - I wrote a Python/DRF permission-class system with role-based authentication (SuperUser, Admin, Approver, SheCoder, Guest). User data was passed from the API to JavaScript, controlling user actions on the WinWall based off their permissions.
    - User account registration where navigation through menus and buttons were dependent upon their login and permission status.
    - QR codes which allowed attendees to quickly connect to their assigned Live WinWall.
    - Implemented ToolTips for user accessibility.
    - Authentication specific features (based on user-type):
      - Update 'user permissions' pages, create/edit/approve and delete functionality for WinWall Collections, Events and Sticky-Notes.
      - Download CSV functionality to view Sticky-Note data.

    Key Learnings:
    - Learned how to work within a small agile-development team, deploying workable and testable code on a bi-weekly basis.
    - Extensive learning around how to create and implement authentication in DRF and JavaScript.
    - Requirements gathering, stakeholder management and prototype presentation.