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Skills

- Management skills
- Creativity
- Fast learner
- Critical thinking
- Communication skills
- problem solving
- Front-End Development
- UX/UI design
- Figma
- Ruby on Rails
- HTML
- JavaScript
- CSS
- Bootstrap

Languages

Icelandic - Native
English - Fluent

Heiðdís Birta Jónsd. Thompson

About me

I'm stepping into a new chapter as both a Front-End Web Developer and UX/UI Designer. I completed a web development bootcamp in 2024 and am now continuing to grow at the Reykjavík Academy of Web Development, diving deeper into design, development, and real-world projects. My background in tourism, elderly care, and retail taught me how to multitask, solve problems, and connect with all kinds of people. Now, I'm ready to channel that into tech—designing and building tools that are as user-friendly as they are functional.

Education/courses

2024 - Now	Web Development Diploma Reykjavik Academy of Web Development.
2018-2022	Menntaskólinn á Ísafirði Senior high school, social studies pathway
2024	Le Wagon Coding bootcamp

Work experience

2023	Patagonia — Customer Service Representative Supported customers with product advice and order assistance, while gaining a strong understanding of Patagonia's commitment to sustainability and environmental responsibility. Worked in a values-driven environment that emphasised learning and purpose.
2020 - 2021	Hrafnista Sléttuvegi – Elderly Care Worker Worked with elderly residents, helping with their daily routines and making sure they felt comfortable and supported. I also helped plan small events and activities to keep things fun and engaging.
2017-2019	West Tours – Tour Guide Manager / Tour Guide As a Tour Guide Manager, I made sure everything ran smoothly on days when cruise ships were in town — checking tour schedules, getting guides ready, greeting passengers, and being the go-to person for any questions or feedback. As a Tour Guide, I led groups around the Westfjords, sharing stories, facts, and local history. It was all about creating a fun and memorable experience while keeping everything on track and safe. Only worked there in the summer time.