

# Hellen Emerem

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## Education

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### University of Wolverhampton

BA (Hons) Business and Marketing Management with Sandwich placement

- Cumulative grade: 2:1

Wolverhampton  
Sep 2017 - Sep 2021

## Work Experience

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### Version 1

Associate Consultant

- Version 1 offered a three-month training program on relevant technologies and equipped participants with skills for rapid learning and effective problem-solving within a technical framework. The covered topics included: Cyber Security, the utilization of Linux as an operating system, Microsoft Azure Cloud, Agile methodology, Testing, and various web development languages.
- Working on various projects for different public sector clients, focusing mainly on backend tasks and implementing Java principles. As part of the job, I support the improvement of software solutions that are customized to each project's and client's unique demands and specifications.
- **Technologies Used:** Python, Java

Birmingham  
Nov 2022 - Present

### Ladbrokes

Retail Customer Service

- Taken maintaining precise records of takings, losses, and earnings.
- answering questions and complaints from customers.
- Maximizing profits and reaching sales goals.
- ensuring adherence to governmental and industry requirements on health and safety and legal concerns.
- Building open communication and trust with customers
- Placing and translating customers' bets

West Bromwich  
June 2022 - Sept 2023

### Asda

Service Colleague

- Maintaining strict and current cleaning and distancing policies regarding the COVID-19 outbreak to ensure employee and customer safety.
- Assured customer satisfaction by anticipating their needs and providing high-quality service that maintains the brand standard and values.
- Provided seamless and accurate cash flow to customers by handling POS transactions including credit, cash, exchanges, returns, and refunds.

Tipton  
Dec 2020 - Jan 2022

### Adey Steel Group

Marketing Coordinator - Internship

- Consulting with web designers to develop the company website utilizing HTML and CSS.
- Increase Facebook and Instagram traffic by 100%, following their setup.
- Design flyers, brochures, posters, banners, and other print materials for one-off corporate events to support event staff.
- Develop online marketing content and advertising imagery complying with GDPR.
- Organize and upload web content to the company's website.
- **Technologies Used:** HTML, CSS

Loughborough  
Aug 2019 - Aug 2020

Dudley

**Bella Italia**

Lead Bartender and Waitress

- Trained and mentored new personnel on bar and floor duties and policies.
- Resolved conflict quickly and successfully 100% of the time, resulting in customer satisfaction.
- Recall over 30 menu items and rotating specials to provide guests with tailored recommendations.
- Manage the stock take of the bar for effective planning of the available stock.
- Greeted new and returning customers and developed relationships that resulted in customer loyalty

## Qualifications/ Trainings

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**Code First Girls**

Nanodegree in Software development

Software Developer Trainee

Remote  
Feb 2022 - May 2022

- Project: [GitHub - YasmineBouaziz/What2Eat at finished\\_final\\_project](#)
- Developed a food database project using MYSQL to store user information as well as food recipe and Python to create a connection with the server.
- Collaborated with other developers on the group project using GitHub for work tasks.
- Implement SDLC to deliver the database project.
- Relevant Coursework: SQL; Python; Pip and APIs; Git & GitHub; Exception & Debugging; Testing Module; Dev Cycle & Agile; Python DB; API Python DB; Process Flow Design; Troubleshooting; Stacks & Queues; Hash Tables & Hashing; Recursion; Time-space Complexity; Searching & Sorting Algorithms; Mock Interviews; Practice / Coding
- **Technologies Used:** Python, SQL, MYSQL

**Code First Girls**

Introduction to Web Development

Trainee

Remote  
Nov 2021 - Feb 2022

- Project: <https://cansuhan.github.io/CodeFirstGirls/index.html>
- Created a responsive and user-friendly website dedicated to women artists in history; HTML and CSS were used to create the structure and appearance of the site while JS was used to add dynamism .
- Introduction to teamwork with the use of GitHub.
- Focus on public speaking and communication skills with projects presentations
- Relevant Coursework: HTML basics, CSS basics, JavaScript (data types, loops and conditionals, Functions and scope, Objects and the DOM), GitHub & Frameworks
- **Technologies Used:** HTML, CSS, JavaScript

## Additional Info

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- **Languages:** Python, Java, JavaScript, SQL, HTML, CSS
- **Software:** MySQL, Visual Studio Code, Git/GitHub (<https://github.com/Helandtech>)
- **Others:** Research skills - proficient in online research, Italian language (native level), Microsoft Office, Company Website, Web Content
- **Certifications:** Mathematics GCSE, English GCSE, Nanodegree in Software development