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| |  | | --- | | **Hellen Emerem**  helinuccia@yahoo.it | <https://helandtech.github.io/>/ | <https://www.linkedin.com/in/hellenintech/> |  |  |  | | --- | --- | | **Education** | | | **University of Wolverhampton**  BA (Hons) Business and Marketing Management with Sandwich placement | Wolverhampton  Sep 2017 - Sep 2021 | | * Cumulative grade: 2:1 | |  |  |  | | --- | --- | | **Work Experience** | | | **Version 1**  Associate Consultant | Birmingham  Nov 2022 - Present | | | * 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 | | | |  | | | | **Ladbrokes**  Retail Customer Service | | West Bromwich  June 2022 - Sept 2023 | | | * 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 | |  |  |  | | --- | --- | | **Asda**  Service Colleague | Tipton  Dec 2020 - Jan 2022 | | * 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. | |  |  |  | | --- | --- | | **Adey Steel Group**  Marketing Coordinator - Internship | Loughborough  Aug 2019 - Aug 2020 | | * 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 | |  |  |  | | --- | --- | | **Bella Italia**  Lead Bartender and Waitress | Dudley  Aug 2017 - Aug 2019 | | * 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**   |  |  | | --- | --- | |  |  |  |  |  | | --- | --- | | **Code First Girls**  Nanodegree in Software development  Software Developer Trainee | Remote  Feb 2022 - May 2022 | | * Project: [GitHub - YasmineBouaziz/What2Eat at finished\_final\_project](https://github.com/YasmineBouaziz/What2Eat/tree/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** | | * **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 | |