

Tanwa Sripan

PROFILE

I am a highly organised, determined and productive web developer with strong analytical skills. I am self-motivated, self-disciplined and able to work autonomously as well as a part of a team. I am dedicated to learning additional technologies and coding language; I am currently developing my front-end skills through various projects.

I am looking for an entry-level but challenging position that will allow me to utilise my skills and expand my knowledge.



ADDRESS

Stockholm, Sweden



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LINKEDIN

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KEY SKILLS AND CHARACTERISTICS

- Python
- HTML / CSS
- JavaScript
- React JS
- Basic MS SQL Server
- Highly organized
- Excellent teamwork skills
- Excellent investigative and analytical skills
- Highly adaptable
- Quick and keen learner
- Problem solver
- Excellent verbal and written communication skills
- Able to work calmly and effectively under pressure and deadlines
- Able to multi-task and prioritize in a busy environment
- Excellent customer service skills
- Working proficiency in Microsoft Office Suite

WORK EXPERIENCE

July 2021 – September 2021 (Part-time)

Intern • Kiwi Coding Limited • Eastleigh, UK

- Meeting daily objectives in developing my knowledge around building and maintenance of server-based websites using ASP.NET framework.
- Setting up and testing implementations based on the client's needs.
- Amending server-side code using VB.NET language and developed knowledge in dynamically creating web contents.
- Involved in a project to introduce mobile responsive to the website by reviewing an amending HTML and CSS code.
- Developed knowledge in basic JavaScript and jQuery library to build interactive web pages.

August 2019- Present

PPI Complaints Handler • HSBC • Southampton, UK

- Investigated policyholders' BAU and IVA claims by obtaining information from relevant parties in order to calculate and process redress
- Handled a full caseload of PPI complaints and managed them through resolution
- Responsible for evaluating all relevant evidence in line with current guidelines and procedures whilst adhering to strict quality and productivity targets
- Ability to conduct thorough investigations to ensure a fair and reasonable outcome as well as produce a detailed letter and decision report of a high standard
- Liaised with customers in relation to their complaints
- Performed accurate redress calculations using the relevant support tools in line with client and regulatory guidelines
- Maintained a complete record of all information acquired to perform accurate redress calculations
- Trained new colleagues on PPI complaints investigation procedures

September 2018– July 2019

Mathematics Teacher • Testwood School • Southampton, UK

September 2017– May 2018

Trainee Teacher • Brockenhurst College • New Forest, UK

July 2016– September 2016

Bartender • Stonegate Pub Company Limited • Sutton, UK

December 2012– July 2015

Waiter • Songkran Thai Restaurant • Sutton, UK

EDUCATION

September 2017– May 2018

PGCE FE Learning and Skills Sector • University of Southampton • Southampton, UK

September 2014– July 2017

BSc Mathematics • University of Southampton • Southampton, UK

First Class Honours

September 2007– July 2014

Carshalton Boys Sports College • Carshalton, UK

A Levels: ITC (BTEC) Distinction*, Maths A*, Physics C

GCSEs: 9 GCSEs including Maths A, English B, Physics B, Chemistry B, Biology B

EXTRA ACHIEVEMENTS

- The Duke of Edinburgh Award, 2014
- Black belt promotion in Taekwondo
- Participated in Taekwondo Student Championships and regional competitions
- Social Secretary at the University of Southampton Taekwondo Club 2015/2016
- Languages: English – Native Level, Thai – Native Level, Japanese – Beginner's Level. Working towards the JLPT Exam