



Laura Riddel

Glebe, Sydney | 0410040387 | laurariddel@outlook.com | GitHub @ LauraRiddel



Profile

Hi! My name is Laura and I'm a motivated student, designer and developer with industry experience in creating custom websites using **HTML, CSS and Javascript**. Possessing strong collaboration skills, an aptitude for project management and a proven history of application development, I could be your new, **dependable team-player**! With an LLB(Hons) in my feathered cap, my attention to detail is elevated to the highest level by my rigorous **legal training**. When I'm not honing the art of web development, I'm flexing my **customer service** skills in a busy hotel reception.



Skills

- LANGUAGES SKILLS

English	Native
Italian	Professional
Code	Native

- COMPUTER SKILLS

Microsoft Office	<div><div></div></div>
Adobe Dreamweaver CC, PHP	<div><div></div><div></div></div>
MySQL, HTML	<div><div></div></div>
JavaScript, Java	<div><div></div></div>
C++, CSS	<div><div></div></div>

- INTERPERSONAL/LIFE SKILLS

Analytical Skills	<div><div></div><div></div></div>
Detail-oriented	<div><div></div></div>
Good Team Player	<div><div></div></div>
Multi-tasking	<div><div></div><div></div></div>



Work experience

11/2020 - PRESENT SELF-EMPLOYED

Freelance Web Developer @ForgetfulCupcake

- Developed and structured feature-rich client websites, ensuring that all needs were met and company policies and procedures were strictly adhered to; ultimately creating high-quality code using a variety of digital tools.
- Collaborated with project managers and creative teams to deliver original, efficient solutions; advised clients and provided industry expertise.
- Worked alongside other freelance web developers and designers; measured the performance of the team at a projects conclusion.
- Performed ongoing website maintenance.
- Supported the development of new functionality for already existing projects.

08/2018 - 01/2021 KINGSCLIFF, NSW

Guest service agent Accor Group

- Consistently delivered a superior customer service experience from check-in to check-out.
- Observed company rules and regulations by facilitating a safe environment for both travellers and employees during the COVID-19 crisis.
- Consistently up-sold hotel excursions, tours and memberships.
- Acknowledged frequently in trip-advisor reviews for overall contribution to the guests' holiday.
- Dealt with unforeseen 'non-client' problems, e.g. flight delays resolved any conflict with or between clients.
- Liaised with food & beverage, housekeeping and maintenance departments.

Work experience

05/2018 - 08/2018 BRISBANE, QLD

Paralegal

Archibald & Brown Lawyers

- Prepared affidavits and other legal documents such as; Letters of Demand, Payment Agreements and Applications for Default Judgments.
- Maintained all information and correspondence pertaining to a client under a carefully structured electronic filing system.
- Assisted the senior solicitor for trial by organising and tabulating photographic exhibits and collating documentary evidence.
- Fielded phone calls on behalf of the firm, prepared invoices and filed documents with the Courts' Registrar.

06/2014 - 05/2018 BRISBANE, QLD

Personal Banking Advisor

Westpac Banking Corporation

- Perform withdrawals, deposits, cash cheques, arrange domestic and international transfers and balanced the branch treasury daily to an incredibly high degree of accuracy.
- Advised customers on a range of banking products and services including term deposit accounts, credit cards, personal loans and insurance.
- Consistently identified opportunities to refer customers to in-house specialists for home loans and financial planning.

Education

02/2016 - 01/2021 BRISBANE, QUEENSLAND

Laws (Honours)

Queensland University of Technology

II Second Class Honours, Minor in Italian

11/2020 - PRESENT

Web Development

University of Sydney in Collaboration with Trilogy Education

The Coding Boot Camp

02/2010 - 11/2013

Somerset College

Graduated Magna Cum Laude, IB Diploma in Italian and Dux for Chemistry

Achievements

Recipient of the Brisbane Women's Club Trust

Scholarship 2015 & 2016

Grand finalist in the Ashurst Moot Competition 2016

Semi-finalist in the Clayton Utz Negotiation Competition 2018

Hobbies



Capturing moments



Ping pong legend



Bioshock or Fallout?



Cooking something savoury



Hacking the mainframe



LOTR Marathons

Social Media



@LauraRiddel

Volunteering

BRISBANE, QLD

The LGBTI Legal Service

Created a presentation geared toward advising crisis-support workers (who are directly involved with the LGBTI community) on the likely ramifications of the Religious Freedoms Bill should it pass in its current format.

References

0411 488 287

Donna Carroll

Westpac Banking Corporation

0431 142 404

Nathan Langham

Accor Group