



Lidia Pulido Lopez

Front-End Developer



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I have worked in the catering and hospitality industry for over 6 years, providing exceptional customer service and creating memorable experiences for guests. However, I have a growing interest in the power of technology and the opportunities it provides to streamline processes and improve the guest experience. That's why I am eager to transition into web development and build dynamic and user-friendly websites. To facilitate this, I have recently graduated from a coding Traineeship as a full stack developer including completing 2 real-world projects successfully to specification using a wide range of programming languages.

I possess strong attention to detail and an eye for design, which allows me to create visually appealing and user-friendly web interfaces. I am also a quick learner and always strive to stay up to date with the latest front-end technologies and trends, making me a valuable asset to any development team. These attributes, combined with my passion for technology and problem-solving, make me a strong candidate for the front-end developer role.

Coding Traineeship

IT CAREER SWITCH LTD

Coding Traineeship – Full stack developer

1-year program

During the traineeship I had to demonstrate a very competent level of the following programming languages and technical skills

- HTML5, CSS3, JavaScript
- PHP, SQL, React, jQuery
- Java, Python, C#, Node.js
- Command Line Git, GitHub
- Remote API access

Education

- 2017 - ISPE, Spain
HND Protocol and Organisation of Events
- 2010 - Centre Roca, Spain
HND Social Integration Studies

UNED, Spain
BA Social Work

Languages

- | | | |
|------------|------------------------|-------|
| 1. English | <div><div></div></div> | 55 % |
| 2. Spanish | <div><div></div></div> | 100 % |
| 3. Catalan | <div><div></div></div> | 100 % |

DRIVING LICENCE - Spanish driving licence

CAREER HISTORY

Nov 2022 – Feb 2023

Access Fertility Company

POSITION HELD

Customer Patient Advisor

- Providing customer service: Responding to customer inquiries via phone, email, and chat, providing information and support, and resolving customer complaints and issues in a timely and professional manner.
- Gathering and maintaining customer information: Keeping accurate and up-to-date records of customer interactions and information, using customer relationship management (CRM) software and other tools.
- Educating customers: Providing customers with information about the company's products and services, explaining benefits and features, and helping customers make informed decisions.
- Building customer relationships: Building strong, lasting relationships with customers, fostering trust and loyalty, and ensuring customer satisfaction.

Jul 2019 – Mar 2021

Hammerson, PLC

POSITION HELD

General Assistant

- Assisted with the preparation of and the serving of all meals and beverages to customers, ensuring great customer service at all times.
- Used the till, served customers, and cashed up at the end of service.
- Checked stock levels and replenished when necessary.
- Ensured good knowledge of products on sale and on special offers.
- Ensured that the kitchen and service areas were clean and tidy, assisting with waste removal and washing up.
- Ensured health and safety regulations were followed.
- Completed any administration as requested, including food temperatures, wastage, and cleaning schedules.
- Assisted in the effective management of stock and portion control.
- Raised any issues or customer suggestions and complaints to the Catering Manager.
- Assisted with the ordering and deliveries as required.
- Prepared all hospitality requirements, ensuring all items were available, carrying out a service check for each hospitality request.
- Kept a record of all hospitality delivered and ensured it was all collected at the stated time.
- Ensured hospitality rooms were left tidy.
- Promoted good teamwork and worked in a friendly environment.

Sep 2018 – Jul 2019

Lexington Catering

POSITION HELD

Client Support

- Assisted in the delivery of events and hospitality across the sites, including setting up, stewarding, and breakdown.
- Silver Service waitressing, served food and beverages, and prepared and served alcoholic drinks.
- Cash handling
- Event Locations: Royal Bank of Canada, Bryan Cave Leighton Paisner, Dentons, Silicon Valley Bank, Slaughter and May, Virgin Active Notting Hill and Mill Hill, London Business School, JLL, Rothschild, Hammerson, Schroders, Thomas Miller, Kirkland and Ellis, Royal London, Omnicom, Wedlake Bell, Triborough Lisson, and Capital International.

Feb 2017 – Jul 2018 **Jamon Jamon**
POSITION HELD **Assistant Manager**

- Customer service and support, floor organisation and set up the tables, managed reservations and events.
- Controlled stock of goods and inventory.
- Used the till serving customers and cashed up at the end of service.
- Till handling and closed shifts.

Sep 2016 – Feb 2017 **Evolve Hospitality**
POSITION HELD **General Assistant**

- Assisted in the delivery of events and hospitality across the sites including setting up, stewarding, and break down.
- Silver Service waitressing, served food and beverages, and prepared and served of alcoholic drinks.
- Cash handling
- Stocking
- Event Locations: 02 Arena, Wembley Stadium, Olympic Stadium, Twickenham Stadium, and FinsburySquare.

Aug 2014 – Aug 2016 **Financiera El Corte Ingles, Spain**
POSITION HELD **Call Centre Agent**

- Call centre and recoveries.
- Customer service and account management.
- Company administration.
- Received and dealt with all initial customer communications.
- Provided accurate information and advice.
- Guided all customer issues to a satisfactory conclusion.
- Followed up on ongoing customer cases and communicated progress to management and customers.

May 2010 – May 2014 **Center-Sat, Spain**
POSITION HELD **Accounts Administrator**

- Financial management of the company, accounting, and management of goods, customer services.
- Answered phones and dealt with initial inquiries.
- Re-directed calls to appropriate departments.
- Maintained customer satisfaction.
- Kept customers informed of progress via email.