

NATASHA SUNITA

Birmingham, UK

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<https://github.com/LonelyOrphan> | Portfolio: <https://lonelyorphan.github.io/portfolio/>

SUMMARY

Entry-Level Full Stack Web Developer with extensive software support experience. Persistent and patient when problem-solving. Thrives when learning new skills and sharing knowledge across a team.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, SQL, NoSQL

Tools/Processes: Web APIs, Node JS, Express.js, React, Sequelize, Mongoose, Agile, Jest

PROJECTS

Tap Tap Go | <https://github.com/RamiElsayed/tap-tap-go>

| <https://hidden-citadel-37214.herokuapp.com/>

- A full-stack app that allows users to sign up, login, search for, create and purchase tickets for events
- Group project - acted as scrum master and contributed to front-end development
- React, CSS

StayHaven | <https://github.com/frsargua/STAYHAVEN-APP>

| <https://radiant-bayou-46133.herokuapp.com/>

- A full-stack app that allows users to sign up, login, search for and view properties for let
- Group project - contributed to front and back-end development
- Sequelize, SQL, HTML, CSS, JavaScript

Day Planner | <https://github.com/LonelyOrphan/day-planner>

| <https://lonelyorphan.github.io/day-planner/>

- A simple day planner where you can save tasks for each hour
- Solo project
- HTML, CSS, JavaScript

EXPERIENCE

Online Platforms Support Engineer 2021 – 2022

Oakhouse Foods

Chippenham, Wilts

- Administration of e-commerce website built on the following platforms: Magento 2, Fresh Relevance, Nextopia, Dot Digital
- Managed web projects and tickets with outsourced service providers (web agency and integrated technology providers), frequently to a deadline
- Provided 2nd Line Support for any website issues to internal staff members
- Created and implemented a UAT plan for newly launched e-commerce site

Applications Analyst 2019 – 2020

University of Manchester

Manchester, UK

- Diagnosed and resolved web portal issues reported by staff and students (built on Oracle's Peoplesoft)

- Troubleshoot and developed the web portal backend using Oracle's development tool (Application Designer)
- Prepared SQL queries to amend the university database

Software Support Technician 2018 – 2019

ChannelUnity

Manchester, UK

- Thorough issue investigation and commitment to keeping the customer up-to-date
- Comprehensive understanding of the ChannelUnity software
- Troubleshoot customer Wordpress, Shopify and Magento based web shops
- Administrative tasks using databases, SQL and Microsoft Excel
- Wrote clear, simple to follow help guides so staff and customers could support themselves where possible

Support Technician 2017

Clik

Bristol, UK

- Troubleshoot and communicated updates for Clik software with customers
- Created invoice templates for customers using Clik software
- Left role to travel abroad

IT Support Technician 2016 - 2017

Lobster Pictures

Bristol, UK

- First and second-line IT support, both for clients and internal
- Researched, implemented and maintained company-wide software packages including Salesforce (CRM), Microsoft Office and Adobe suites
- Updated company website via Drupal
- Created and published promotional content via blogs and social media (working to strict and short deadlines)

Team Leader 2014 - 2015

Teleperformance

Bristol, UK

- Ensured quality and productivity targets were met and exceeded
- Coached team members to improve both individual and team performance
- Dealt with escalated customer queries
- Liaised with the client and outsourced service providers on a daily basis

Support Technician 2013 - 2014

Teleperformance (Epson)

Telford, Shropshire

- Provided technical support to businesses and home users in a busy contact centre via telephone, email and live chat on numerous products, including printers, projectors, scanners and software for both home users and businesses
- Regularly exceeded personal KPIs such as customer satisfaction surveys, quality scores and call/web chat duration

EDUCATION

Web Development Bootcamp Certificate: University of Birmingham, UK - Average grade A+
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node.js, MySQL, MongoDB, Express, Handlebars.js, and ReactJS.

DipHE in Journalism with Web and Multimedia: University of Central Lancashire, Preston, Lancashire