

Natasha Sunita

Web Development Portfolio

<https://lonelyorphan.github.io/portfolio/>

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Web Development Bootcamp, University of Birmingham

MARCH 2022 -- SEPTEMBER 2022

An intensive full-stack web development course

Oakhouse Foods — Online Platforms Support Engineer

FEBRUARY 2021 -- FEBRUARY 2022

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

University of Manchester — Applications Analyst

OCTOBER 2019 – AUGUST 2020

Diagnosed and resolved web portal issues reported by staff and students

Troubleshoot and developed the web portal backend using Oracle's development tool (Application Designer)

Prepared SQL queries to amend the university database

ChannelUnity — Software Support Technician

JULY 2018 -- OCTOBER 2019

Provided software support to customers via a ticket system, live chat and telephone

Comprehensive understanding of the ChannelUnity software

Troubleshooting customer Wordpress, Shopify and Magento based web shops

Wrote clear, simple to follow help guides for staff and customers to support themselves

SKILLS

HTML/CSS/JavaScript

Git

Web APIs

Node JS

Express.js

SQL / MongoDB

React

ORM (Sequelize) / ODM (Mongoose)

MVC/MERN

Extensive software and customer support experience

Clear and concise communicator, written and verbal

Ability to simplify technical jargon for end users

Proven ability to build and maintain positive relationships

EDUCATION

University of Central Lancashire, 2009 - 2012
DipHE in Journalism with Web & Multimedia

Orleton Park and New College, Telford, 2001 - 2009
3 A-Levels grades A - D
9 GCSEs grades A* - C