# NATASHA SUNITA

Birmingham, UK
Phone: 07378350739 │ Email: natashasunita90@gmail.com
LinkedIn: https://www.linkedin.com/in/natasha-sunita-567b1476/│ GitHub:
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. Committed to building and maintaining positive working relationships.

## TECHNICAL SKILLS

**Languages: HTML, CSS, JavaScript, SQL, NoSQL**
**Tools/Processes: Web APIs, Node JS, Express.js, React, Sequelize, Mongoose, Agile, TDD**

## 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)

- Troubleshot 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
- Troubleshot 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
- Troubleshot 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, Handelbars.js, and ReactJS.

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