

# MARWA DAWOOD

JUNIOR FULL-STACK DEVELOPER



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## TOOLS & TECHNOLOGIES

HTML5	PostgreSQL
CSS3	Postman
JavaScript	React.js
Git / GitHub	TypeScript
Node.js	Trello
Express.js	Figma
Jest	Auth0
Cypress	Next.js



NEXT.js

## LICENSES & CERTIFICATES

**HarvardX ( Mar 2023 - Apr 2023):**  
CS50x

**Microsoft Certified (Jun 2022):** Azure  
Fundamentals

**BCS, The Chartered Institute for IT**  
(Jun 2022 - present): Associate

## PERSONAL PROFILE

I am a highly professional, dedicated, and motivated junior full-stack developer with five years of experience in retail and people management. I thrive in high-pressure environments, adapt easily to new challenges, and consistently deliver exceptional results. Currently, I'm pursuing a tech career by completing The School of Code Software Development Bootcamp and Harvard's CS50x online course.

## PROJECTS

**Home Grown: An app for sharing and finding unused green space to grow food** | January - February 2023 | Link: [home-grown.vercel.app](https://home-grown.vercel.app)

- Final 4-week scrum project in a team of 6 for the School of Code bootcamp to solve a real-life problem.
- Tech stack: Trello, Figma, Next.js, Firebase, Node.js, Express.js, PostgreSQL, Cypress, Jest, SuperTest, Vercel, Render.
- Managed daily team stand-ups, tasks, and weekly project manager using Trello, clear branching strategies with GitHub, and pair programming and team collaboration.
- Designed user-focused UI/UX and deployed front-end on Vercel and created back-end with Node.js, Express.js, and PostgreSQL and deployed using Render.

## EXPERIENCE

**Bootcamper | software development bootcamp | Remote:**  
September 2022 - March 2023 | The School of Code

- Selected from over 1000 applicants and completed an Intensive 16 week full-stack software development bootcamp.
- Front-end development: Gained expertise in HTML, CSS, and JavaScript, and learned to create responsive web interfaces with React.js.
- Back-end development: Acquired skills in building and deploying server-side applications using Node.js and Express.js.
- API and data management: Learned to work with RESTful APIs, store and retrieve data from databases, and authenticate users.
- Testing and debugging: Gained an understanding of the importance of testing and debugging and how to use tools like Jest and Cypress to ensure reliability and quality.
- Soft skills and professionalism: Developed communication and collaboration skills through pair programming and group projects,

## SOFT SKILLS

**Exceptional organisational skills with a strong attention to detail** (Further developed through the School of Code bootcamp where I managed tasks and daily stand-ups using Trello, and implemented clear branching strategies with GitHub).

**Innovative problem-solving abilities** (Through on-the-spot resolution of customer complaints, collaborating with multiple teams on various responsibilities, and breaking down code and bugs during the bootcamp).

**Conflict management, resolution skills and Team work** (Through successfully supervising and de-escalating conflicts among a team of 100 staff and other teams, as well as teamwork and collaboration with other developers through pair programming and group projects during the School of Code bootcamp).

**Demonstrated leadership abilities** (Cultivated both in my previous role leading and managing the cash department of Lush Oxford St. during peak times, as well as in the bootcamp where I led a team of 6 in a final 4-week scrum project).

improved critical thinking and problem-solving skills, and learned professional skills like CV writing, networking, and job searching to succeed in the job market.

### **Supervisor | Oxford Street (Global Flagship Store) | UK:**

*October 2019 – June 2022 | Lush Cosmetics*

- **Sales management:** Managed scheduling and recruitment for over 100 sales associates and trained and coached staff in product knowledge, sales incentives, and selling techniques.
- **Operational efficiency:** Improved daily operations by making recommendations for efficiency, overseeing opening and closing procedures, conducting inventory counts, and forecasting future needs.
- **Cash management:** Led the cash department, overseeing cash operations and training of sales and supervisors, which increased accuracy and reduced discrepancies.
- **Marketing and customer service:** Developed and implemented successful marketing campaigns and resolved customer complaints to maintain high satisfaction ratings.
- **Team development:** Facilitated the professional growth and development of 10 sales staff into supervisor roles, organised in-store events to promote new products, increased footfall, and created a positive work environment by setting expectations and encouraging constructive feedback, contributing to a 93% mystery shop report rating.

### **Sales Associate | Oxford Street (Global Flagship Store) | UK:**

*October 2017 – October 2019 | Lush Cosmetics*

- **Delivered exceptional customer service:** Created a welcoming environment for existing and potential customers and hosted business shop tours, parties, and events to provide exceptional customer service.
- **Demonstrated sales expertise:** Operated POS system to process sales, returns, online orders, and gift card activations, utilised a consultative sales approach to understand customer needs and recommend relevant products, which led to high customer retention.

### **Immigration Presenter | Heathrow Terminal 5, U.K:**

*March 2016 – October 2017 | MITIE Aviation Security Ltd*

- **Managed terminal operations:** Facilitated an efficient queuing system and handled 30,000 passengers daily at one of the busiest terminals in the UK.
- **Provided passenger support:** Resolved passengers' requests, questions, and complaints by analysing individual situations, determining the best course of action, and providing essential travel information to ensure a high level of service.

## EDUCATION

**Kingston University (Sep 2011 - Jun 2013):** Diploma of Higher Education - History

**Brentford School for Girls (Sep 2008 – Jun 2010):** 3 A-levels

**Brentford School for Girls (Sep 2003 – Jun 2008):** 8 GCSEs