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

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

- 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,

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).

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

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.