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| **NATASHA ADU MOSES** | London  07802 819 582  natasha.adu1@gmail.com  [https://n-adu.github.io/portfolio/](# https://n-adu.github.io/portfolio/)  [www.linkedin.com/in/natasha-adu1](http://www.linkedin.com/in/natasha-adu1) |

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| **PERSONAL**  **STATEMENT** | A degree educated career changer with over ten years of experience in Retail, Business Administration and Customer Services. I am passionate & enthusiastic about starting a new career as a Junior Developer and have taken the appropriate steps to gain coding knowledge. My previous work experience has equipped me with a range of transferrable skills that I feel would be beneficial in my new career. I am eager to build upon my new skill set and work towards becoming a fully-fledged Developer.  **Available Immediately** | | | | |
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| **KEY SKILLS** | * HTML5 | | * Web Development | | * Communication |
| * CSS3 | | * Wire Framing/Mock Ups | | * Empathy |
| * JavaScript | | * Data Entry | | * Time Management |
| * Bootstrap | | * Administration | | * Organisation Skills |
| * Git/Source Control | | * Project Management | | * Problem Solving |
|  | * Sass | | * Customer Service | | * Attention to Detail |
|  | * Visual Studio Code | | * Research | | * Team Work |
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| **QUALIFICATIONS** | **BA Arts Management, 2.1.** Middlesex University (June 2015)  **Accomplishments:**   * Achieved the highest ever score (99%) for the Business Consulting module which resulted in an offer of employment * Providing business consultancy and freelance work, which resulted in one company implementing a complete rebrand of their products based on the analysis I provided   **Certificate: Access to High Education** Waltham Forest College (July 2007)  **GCSE’s: 8 Qualifications graded A to C** Albany Secondary School (June 1999) | | | | |
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| **TRAINING AND CERTIFICATES** | * **UX Design** **Certificate** * Google | * **Full Stack Bootcamp** * Cheetah Codes | | * **Develop: Coding** * Code Nation | |
| **PROFESSIONAL EXPERIENCE** | **VIRTUAL ASSISTANT – FREELANCE** *AUG 2020 TO DATE*   * Using freelancing websites to cater for businesses with administration needs * Managing and optimising paperwork to ensure the smooth running of business operations * Maintaining a sharp eye for detail when processing important client data * Negotiating with clients to offer competitive prices that encourage customer loyalty   **TRAINEE SOFTWARE DEVELOPER – CODE NATION** *JUL 2020 TO AUG 2020*   * Maximising productivity and project managing using applications such as Trello * Researching UX/UI concepts to increase awareness and apply to website and game projects * Taking ownership of web design processes by producing mock-ups of potential websites * Collaborating with teams to cultivate software that is useful and enjoyable   **RECORDS MANAGEMENT (TEMP) – MITIE** *JUN 2019 TO DEC 2019*   * Itemising and storing documents in accordance with company and Government regulations * Utilising spreadsheets and company databases to create & maintain documents * Processing the paperwork of multiple clients simultaneously * Delivering efficient project assistance, as requested by management.   **DEC 2018 – MAY 2019: Employment Gap: Career break to care for sick parent**  **OFFICE ADMINISTRATOR – MULIER CARE SOLUTIONS** *JUN 2016 TO DEC 2018*   * Coordinating office activities and operations to secure efficiency and compliance to company policies * Responding to telephone, email, walk-in and website contact form inquiries * Submitting timely reports and prepare presentations and proposals as assigned * Creating and maintaining filing and other office systems   **JUL 2015 – MAY 2016: Employment gap: newly graduated, looking for employment**  **EVENTS COORDINATOR – MIDDLESEX UNIVERSITY** *SEPT 2014 TO JUN 2015*   * Negotiating with venue owners/managers for best possible deal * Producing timelines to track progress of event planning process and deliver events within required time frame * Researching and sourcing venues that are suitable for themed events * Interpreting, clarifying and translating requirements into tailored solutions within deadline/budget   **BUSINESS CONSULTANT – PAUL WAYNE GREGORY** *SEPT 2013 TO JUL 2014*   * Analysing business to ensure customer satisfaction and retention of customers * Conducting research on clients, competitors & consumers using qualitative methods to pinpoint business strengths and weaknesses * Keeping client informed on research findings & producing recommendations to aid company transformation * Assessing digital marketing tools, such as company website to appeal to target market.   **CUSTOMER SERVICE ADVISOR – MOTHERCARE** *JUN 2012 TO OCT 2012*   * Providing consistent high standards of customer service * Maintaining a current working knowledge of all products and services * Supporting customers to source products to meet their needs * Proactively resolving and investigating any issues that arose   **Achievements**   * Successfully developed the returns service and established a loyal client base by providing excellent services and quality care   **SALES SUPERVISOR – XPOSURE CLOTHING** *DEC 2008 TO MAR 2012*   * Managing the daily duties of the store and the employees * Instilling a strong team and customer service work ethic in the workforce * Ensuring all customers received excellent levels of service * Conducting intricate market research to monitor industry developments and the behaviours of competitors   **Achievements**   * Exceeded targets by £5k within the first week by executing intelligent team building exercises   **CUSTOMER SERVICE ADVISOR – B&Q** *NOV 2007 TO NOV 2008*   * Processing payments and refunds * Maintaining self-education on the company product range * Advising customers on products and services to meet their requirements * Identifying and implementing means to enhance customer loyalty and achieve commercial growth   **ADMINISTRATOR – STEP AHEAD** *NOV 2004 TO OCT 2007*   * Maintaining current and accurate records and data * Establishing strong external relationships with organisations to ensure positive customer outcomes were achieved * Greeting all visitors and guests and directing them to the relevant departments | | | | |