Nickeila Williams-Hall

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PERSONAL PROFILE

Future-focused and tech-driven, I'm currently pursuing a BSc in Computing and Information Technology and actively transitioning into a career in software engineering. With a foundation in Python, web development, and version control, I've already begun applying my skills through small self-led projects. My background in high-pressure service environments has sharpened my problem-solving, collaboration, and communication skills — all of which I bring confidently into the tech space. I'm hungry to grow, committed to learning, and ready to contribute to the future of software.

KEY SKILLS

Technical Skills:

- Python (console-based apps: password generator, tip calculator)

- HTML, CSS, JavaScript (building personal projects and a To-Do List app)

- Git & GitHub (version control, GitHub Pages deployment)

- Working knowledge of REST APIs and basic data handling

- Microsoft Excel (formulas, VLOOKUP, conditional formatting)

Soft Skills:

- Strong communicator and collaborative team player

- Logical thinker with a natural problem-solving mindset

- Self-directed learner with proven adaptability and resilience

- Leadership experience in team training and operations coordination

EMPLOYMENT HISTORY

Service & Administrative Support Assistant | Kyoto Sushi, Hatch End | Jun 2024 – Mar 2025

- Oversaw booking, takeaway and digital order management systems, ensuring smooth guest service

- Created and updated shift schedules, using Excel to streamline operations

- Helped onboard staff with in-house tech tools and digital procedures

- Identified and resolved minor tech issues during service, contributing to smoother daily operations

Client Services Associate | Wagamama, Oxford Circus | Jul 2023 – Jun 2024

- Delivered high-volume service, navigating POS systems with speed and accuracy

- Collaborated with team leads to troubleshoot ordering system glitches

- Co-authored digital onboarding guides to train new staff on system workflows

- Supported team adoption of new features after system updates and process changes

Operations & Events Coordinator | One Stop Restaurant | Aug 2020 – Apr 2022

- Managed 500+ guest events using digital tools for scheduling, vendor coordination and internal logistics

- Digitized tracking sheets for guests and feedback forms using Excel

- Helped introduce new cloud-based reservation tracking and shift planning tools

- Led cross-functional teams and maintained performance during high-pressure operations

EDUCATION

BSc (Hons): Computing and Information Technology (In Progress) | The Open University

- Currently studying software development, computing fundamentals, data & logic

- Completed projects using Python and web technologies in self-led practice

- Exploring algorithms, code structure, and modular programming principles

BTEC Level 3 Extended Diploma: Health and Social Care | Bentley Wood Sixth Form | 2022

- Achieved: D*DD

INTERESTS

- Coding small tools and games with HTML, CSS, JS and Python

- Exploring open-source GitHub projects and developer YouTube channels

- Staying physically and mentally sharp through weight training, running, and reading

REFERENCES

Available upon request