**Sade Phillips**

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PERSONAL STATEMENT  
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I am a highly motivated professional with a successful career as an Early Education Entitlement Coordinator, Systems Support and Business Support Assistant and Housing Specialist. However, I am now transitioning to pursue my passion for Cloud Engineering and Development. I completed the AWS re/Start Cloud Computing Bootcamp in May and since then, I have acquired proficiency in cloud computing, networking, Python programming, security, and databases. My skills and knowledge enabled me to achieve the AWS Certified Cloud Practitioner Certification upon completion of the program. I am excited to leverage my technical expertise and diverse experience to drive organizational success as a Cloud Developer. I am passionate about creating innovative solutions that meet specific organizational needs and can contribute towards their growth and success.

PROFESSIONAL EXPERIENCE  
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**Early Education Entitlement Coordinator** May 2023 – Present

Bristol City Council, Bristol, England, UK

Demonstrated ability to ensure efficient allocation of early education places, provide user support, and maintain accurate records. Adept at collaborating with stakeholders and managing workload effectively.

* Implement an efficient system for matching children to suitable early years providers, ensuring accurate record updates and proper funding allocation.
* Provide comprehensive support to parents and professionals using the application portal, ensuring accessibility and a smooth application process.
* Successfully resolved complex allocation challenges by liaising with parents, professionals, and agencies, employing negotiation and problem-solving skills to achieve satisfactory outcomes.
* Undertake casework of those applications that are difficult to allocate a place.
* Provide reception duties for Avonmouth Children’s Centre, including meeting children and families, providing face-to-face advice and information and answering phone calls and emails.

**Systems Support Assistant** May 2022 – May 2023

Bristol City Council, Bristol, England, UK

Spearheaded efforts to improve data quality and support system development and enhancement requests. My primary focus is on the Education teams’ main IT systems, Early Years and Education System (EYES), where I leverage my proficiency in Microsoft Excel to cleanse incoming data from Bristol City Council Schools and enhance its quality.

* Manage the data quality for the online student record system for Bristol Schools. Cleaning and normalising data as needed.
* Troubleshooting data inconsistencies for the student record system database.

**Business Support Assistant** August 2018 – May 2022

Bristol City Council, Bristol, England, UK

Applied high-level computer literacy skills to process nursery placement applications using Liquid Logic Education and Early Years System (EYES). Demonstrated strong communication skills by assisting parents with the application process and guiding childcare providers through the registration process.

* Utilised industry private cloud SAAS solution to process eligible applications.
* Guided end-users of either the Establishment Portal or the Parent Portal with accessing their account or completing other tasks on the system.
* Streamlined a system to notify parents of their application results, taking the SLA from 14 days to 7 days.
* Managed ineligible applications sensitively, actively listening to concerns and signposting applicants to relevant entities that could further assist with their queries.
* Registered new childcare providers to the Free Early Education Entitlement with Bristol City Council, guiding prospective providers through the process and promptly answering their questions and concerns.
* Developed and implemented a standardised process for Updating Establishment Records in EYES, including drafting a comprehensive process manual and creating a visual flow chart to guide Early Years staff through the process.
* Utilised solid analytical skills and logical problem-solving approach to map out the process and ensure all necessary steps were included, including handling requests to update Establishment Record data, standardising record updating procedures, and managing changes made by the Ofsted feed. Gathered user feedback and made revisions to create a clear, easy-to-read manual with visual aids for optimal user comprehension.

**Housing Specialist** May 2014 – November 2016

GMHC, New York, NY, USA

Oversaw 35 clients and ensured that their homes were safe, habitable, and in compliance with program guidelines.

* Liaised with landlords to resolve maintenance and repair issues, effectively negotiating timely solutions, and ensuring client satisfaction.
* Processed and documented client payments, collaborating with multiple departments to prepare and submit accurate monthly payment summaries.
* Conducted monthly community field habitability visits to ensure program participants were residing in safe and habitable homes.
* Maintained detailed case notes using eshare and TREAT databases, documenting all interactions and ensuring compliance with program regulations.
* During audits by the NYC Department of Health, my notes impressed the auditors and were used as an example template for my team.

**Paralegal Assistant** December 2013 – May 2014

GMHC, New York, NY, USA

Administered efficient and confidential client services by assisting the GMHC Legal Department.

* Organised and maintain client files.
* Managed correspondence with clients and client-based organisations in the community.
* Instructed clients on the GMHC Legal Department intake protocol.
* Worked one-on-one with clients and assisted with the Legal Department intake interviews.
* Scheduled client appointments with attorneys using Microsoft Outlook.

OTHER WORK HISTORY  
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**Assistant Housing Advisor** April 2018 – October 2018

Bristol City Council, Bristol, England, UK

**Customer Service Representative** January 2018 – April 2018

Computershare, Bristol, England, UK

**Sales Assistant** December 2017

Skechers, Bath, England, UK

**Café Customer Assistant** July 2017 – December 2017

Marks & Spencer, Bath, England, UK

**Customer Service Representative** March 2013 – July 2013

King Teleservices, New York, NY, USA

**Sales Associate** September 2011 – January 2014

Macy’s, New York, NY, USA

EDUCATION  
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**AWS re/Start Bootcamp,** OnlineJanuary 2023 **-** May 2023

Amazon Web Services

* Completing a 12-week part-time IT skills development and training program.
* Developed core IT fundamental skills in AWS, Cloud Computing, Linux, Bash Scripting, Python Programming, Cloud Security and Databases.
* Learned core AWS Services such as Amazon EC2, Lambda, IAM, VPC, and Cloud Formation.

**Bates College,** Lewiston, ME, USAMay 2011

Bachelor of Arts — English

CERTIFICATIONS  
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**AWS Certified Cloud Practitioner** August 2023

Amazon Web Services

SKILLS & OTHER  
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**Cloud Computing**: Cloud Foundations, Amazon Web Services, Linux, Bash Scripting, Networking, Security, Databases.

**Techniques**: AWS Cloud Adoption Framework, AWS Well-Architected Framework, Agile SDLC.

**Tools and Frameworks**: Python, Databases (MySQL), VS Code, Git & GitHub, HTML, CSS, JavaScript, MS Office Suite.

ses (MySQL)