

Sanji Gurung

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Personal Profile

I have a strong background in customer service, where I developed communication, problem-solving, and interpersonal skills essential for understanding user needs and delivering effective solutions. Volunteering at a care home and an infant school further honed my empathy, adaptability, and collaboration—qualities critical for creating user-friendly digital tools. Running my own online business sparked my passion for technology; designing and managing a Shopify website introduced me to the creative and technical aspects of web development, inspiring my transition into software development.

Currently, I am completing a 12-week intensive Digital Skills Bootcamp in Software Development, building on self-taught knowledge from freeCodeCamp where I earned a certification in HTML and CSS. Through the bootcamp and additional projects in HTML, CSS, JavaScript, and Python, showcased on my GitHub portfolio, I am expanding my technical skills and gaining hands-on experience to prepare for a career in tech. My goal is to secure a role or apprenticeship as a Software Developer, working alongside like-minded professionals to continue learning and growing during these formative years of my career.

Key Skills

Technical Skills:

- **HTML/CSS Basics:** Understanding of website structure and styling as part of web development.
- **Programming Languages:** Basic knowledge of **JavaScript** and **Python** for web development and scripting.
- **Version Control:** Experience with **Git** and **GitHub** for collaborative coding and project management.
- **Problem Solving:** Ability to identify and resolve technical or operational challenges effectively.
- **Basic IT Skills:** Familiarity with productivity tools (Google Workspace, MS Office).

Soft Skills:

- **Communication:** Strong verbal and written communication skills, honed through customer service roles and business operations.
- **Empathy:** Developed through volunteering in care homes and working with diverse age groups, ensuring a user-focused approach in projects.
- **Adaptability:** Proven ability to learn and adapt to new tools, platforms, and challenges quickly, such as self-teaching Shopify and managing an online business.
- **Collaboration:** Experience working with different teams and individuals, fostering a cooperative and productive environment.

- **Creativity:** Demonstrated creativity in designing marketing campaigns and website layouts to attract and retain customers.
- **Time Management:** Ability to prioritize tasks effectively, balancing business management, customer service, and personal projects.
- **Problem Solving:** A customer-focused mindset that translates into finding practical, user-friendly solutions for real-world problems.

Training and Education

10/24-Present	Just IT Training Ltd, London Digital Skills Bootcamp: Software Development A twelve-week intensive bootcamp covering the fundamentals of Software Development. <ul style="list-style-type: none"> ● Development of HTML ● Introduction to HTML/JavaScript/CSS ● Developed a web-based product ● Built a JavaScript product using API ● Built a product using Python
09/24-Present	FreeCodeCamp Free online resource: Software Development A non-profit educational organisation that consists of an interactive learning web platform, an online forum, chat rooms, online publications and local organisations that intend to make learning software development accessible to anyone. <ul style="list-style-type: none"> ● Responsive web design certification
09/15-06/17 A Level or BTEC:	Sixth Form College, Farnborough BTEC Health and Social Care(D*) BTEC Business (D*) Sociology (E)
09/10-07/15 GCSE:	Cove School, Farnborough (6) A-C grades in subjects including Maths and English

Employment History

07/17 – Present	Multiple Roles (incl. Customer Assistant / Bakery etc.) Tesco Extra, Sandhurst <ul style="list-style-type: none"> ● Problem-Solving: Resolving customer complaints and providing solutions in real time mirrors the troubleshooting and debugging process in software development. ● Empathy: Understanding and addressing customer concerns translates into a user-centered approach in software design, ensuring applications meet end-user needs. ● Collaboration: Working with colleagues in a team-oriented environment fosters the ability to collaborate effectively in software development teams.
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- **Adaptability:** Being flexible to handle diverse tasks and environments aligns with the ever-evolving nature of software development, where developers must learn and adapt to new tools, languages, and challenges.

2016 – 2018

Sandwich Artist (Subway)

Welcome Break, Fleet

- **Attention to Detail:** Precisely following recipes and customer orders mirrors the precision required when writing and debugging code to meet exact specifications.
- **Customer-Centric Approach:** Providing excellent service and catering to individual preferences aligns with designing user-friendly software that meets client and user needs.
- **Time Management:** Balancing multiple orders under time pressure reflects the ability to manage deadlines and prioritize tasks in software development.
- **Quality Assurance:** Ensuring every sandwich meets Subway's standards is comparable to maintaining code quality and adhering to best practices in software engineering.
- **Process Optimization:** Identifying ways to streamline workflows in the store translates to optimizing code and improving software performance.

02/15-04/15

Receptionist

Speedy, Farnborough

- **Customer Interaction:** Managing orders and addressing customer inquiries fosters strong communication skills, essential for gathering requirements and collaborating with stakeholders in software development.
- **Problem-Solving Under Pressure:** Resolving customer issues, such as order mix-ups or delivery delays, mirrors the critical thinking needed to troubleshoot and debug software.
- **Multitasking:** Handling phone calls, processing orders, and managing payments simultaneously reflects the ability to prioritize and manage multiple tasks in software projects.
- **Attention to Detail:** Accurately recording orders and special requests is akin to writing precise and error-free code.
- **Adaptability:** Navigating peak hours and unexpected challenges builds flexibility, a key trait for handling changing project requirements or learning new technologies.
- **Process Efficiency:** Streamlining order-taking processes to ensure smooth operations is comparable to optimizing code for better performance.
- **Data Management:** Organizing customer details, order information, or payment records demonstrates basic data handling skills relevant to database management in software development.

Interests, Hobbies and Achievements

Hobbies: I enjoy running and walking my dog, which keeps me physically fit and mentally focused. I have also turned my passion for dogs into a side business by offering dog sitting and walking services through the Rover app. This experience has allowed me to manage bookings, communicate with clients, and provide reliable care, further developing my customer service and organisational skills. Additionally, I find listening to music helps me concentrate and stay calm, which is beneficial in both personal and professional settings.

References available upon request