SARAH WARD

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CORE COMPETENCIES

⇨ Data Analysis & Reporting
⇨ Front-End Development (HTML, CSS, JavaScript)
⇨ Website Optimization & SEO
⇨ CRM System Management (Tessitura, Google Analytics)
⇨ Automation with Google Sheets & Scripts
⇨ Technical Troubleshooting & Support
⇨ Project Management & Workflow Optimization
⇨ Cross-Functional Team Collaboration

Detail-Oriented Coordinator with Proven Expertise in Administrative and Technical Solutions

Results-driven professional with extensive experience in fast-paced, service-oriented environments. Highly organized and adept at implementing streamlined processes to enhance operational efficiency and user experience. Strong attention to detail, paired with a calm and confident demeanour, ensures accurate handling of sensitive information. Energetic and adaptable, eager to take on new challenges and learn emerging technologies. Successfully implemented improvements in internal workflows, including the development of automated systems and data-driven solutions. A proactive problem-solver with a track record of leveraging technical tools to optimize performance and deliver measurable outcomes.

IT Skills: HTML | CSS |JavaScript | React.js, Python (In Progress) |API Integration |Git | GitHub | Version Control |RESTful APIs | JSON | AJAX | Responsive Design |Bootstrap |SEO |Accessibility, Testing, Debugging, Problem-Solving | MS Office (Word, Excel, PowerPoint, Outlook) | SiteMinder | RoomMaster, Auto Cad | Tessitura |Yesplan |Artifax | Adobe Creative Cloud | SASS | VSCode |Figma | Netlify |Wordpress |Wordfly.

PROFESSIONAL EXPERIENCE

Training and education	August 2024-Present

SheCodes bootcamp

Link to my GitHub

My portfolio

- **Current Status**: enrolled in Advanced React and Python for beginners.
- **Courses, skills and tasks Completed**:
  - Introduction to Coding - Basic programming concepts (variables, data types, loops, conditionals), potentially some exposure to JavaScript. Simple scripts to automate tasks (e.g., calculations, text manipulation), basic problem-solving using code.
  - Introduction to Web Development - HTML (structure), CSS (styling), basic JavaScript (interactivity), understanding of web browsers and how websites work. Creating basic web pages with text, images, links, and simple layouts.
  - Web Development - More advanced HTML and CSS (forms, tables, layouts), deeper JavaScript knowledge (DOM manipulation, events). Building multi-page websites with interactive elements, using JavaScript libraries.
  - Advanced Web Development - Server-side programming (with Node.js), databases (MongoDB or SQL), API integration, security concepts. Building dynamic web applications with user authentication, data storage, and interaction with external services.
  - Advanced Responsive Web Development - CSS media queries, mobile-first design principles, responsive frameworks (like Bootstrap), cross-browser compatibility. Creating websites that adapt seamlessly to different screen sizes and devices.
  - Advanced React.js - Building user interfaces with React components, state management, JSX syntax, working with data (props). Developing interactive single-page applications, reusable UI components, using React libraries (Redux and React Router). Advanced state management (e.g., Context API, Redux), performance optimisation, testing, working with APIs, server-side rendering. Building complex and efficient React applications with advanced features.
  - Introduction to Artificial Intelligence - Fundamental AI concepts (machine learning, deep learning), possibly some hands-on experience with AI tools or libraries.
- **Key Skills Gained**:
  HTML, CSS, JavaScript, React.js, VS Code, API Integration, Git, GitHub, Hosting, AI, Bootstrap, SEO, Responsive Design

Technical Skills

- **Programming Languages**: HTML, CSS, JavaScript, React.js, Python (In Progress)
- **Frameworks & Libraries**: React.js, Bootstrap
- **Version Control**: Git, GitHub
- **API Technologies**: RESTful APIs, JSON, AJAX

Roundhouse   £27,300 July 2019- Present

Youth Program Administrator/ Coordinator

As part of the Youth Policy and Engagement Team and Programme Administrator/ Coordinator, I played a key role in supporting the delivery and operational efficiency of creative programs. My responsibilities included coordinating data analysis and evaluation processes, optimising the use of studios, and managing program cycles using CRM and data-driven systems. I also spearheaded a community outreach initiative and trained and mentored five new staff members on the use of technical tools and platforms. Collaborating with cross-functional teams, I ensured that project milestones and deadlines were met, while maintaining the highest standards of safety and efficiency across youth projects through streamlined workflows and technology integration.

Key Responsibilities:

Data Management & Analysis:

- Developed and implemented robust data reporting, analysis, and evaluation strategies, translating complex data into actionable insights.
- Created interactive reports, dashboards, and presentations to track program performance, identifying key trends and opportunities.
- Proactively resolved data monitoring, reporting, and evaluation issues to ensure efficient operations.
- Leveraged data and evaluation findings to inform program enhancements and strategic decision-making.
- Maintained participant data using **Tessitura CRM**, and developed custom solutions to streamline workflows and improve data accuracy.
- Analysed website user behaviour using **Google Analytics**, improving user experience through A/B testing and data-driven decisions.
- Contributed to SEO efforts by conducting keyword research and optimizing on-page elements.
- Automated email communications using **Google Sheets**, **Google Scripts**, **HTML**, and **CSS**, optimizing outreach efforts.

Front-End Development & Technical Support:

- Provided technical support and troubleshooting for **Tessitura CRM** and other digital tools.
- Automated workflows and reporting processes, utilizing **HTML**, **CSS**, and basic **JavaScript** for web and email templates.
- Collaborated with cross-functional teams (Data & Business, Marketing) to align digital solutions with business objectives.
- Assisted in program evaluation, utilizing **data collection** and analysis techniques to generate detailed reports and improve program outcomes.

Program Coordination & Administration:

- Coordinated 12-week program cycles, overseeing project timelines, budget management, and resource allocation.
- Managed the flow of program content between various stakeholders and the marketing team to ensure alignment and accuracy.
- Collaborated with marketing and outreach teams to increase program enrolments and participant engagement.

- Monitored deadlines and proactively resolved issues in collaboration with the Programmes Business Manager, ensuring timely project delivery.

Administrative & Operational Support:

- Managed **Google Drive** filing systems, ensuring easy access to shared resources and data privacy compliance.
- Assisted in project management tasks, including scheduling, communication, and logistical support for events.
- Coordinated program recruitment, ensuring diverse and inclusive participation across projects.

Financial & Contract Management:

- Administered contracts and payments for program activities, ensuring accurate and timely payroll processing.
- Coordinated travel, accommodation, and logistical arrangements for events and workshops, supporting seamless program delivery.

Nigel Sloam & Co. Consulting Actuaries	**March 2018-July 2019**

Receptionist/ Administrator

Call upon expertise spanning all aspects of administrative and reception operations within this independent firm of actuaries and consultants, including client meeting and greeting and resolution of incoming enquiries:

Chelsea Bridge Apartments	**June 2011- February 2018**

Enjoyed seven years' progression within this provider of luxurious serviced apartments; from initial role supporting interior design, through to Receptionist and recent success leading a multifaceted team, embedding a culture of client service excellence.

Front House Manager | 2015-2018 (Supervisor 2014-2015)
Led, motivated and provided direction to a team of 5; reduced staff attrition through effective recruitment, management, training and engagement while contributing to administrative controls, including: bookkeeping, payroll processing and reservation stream control.

Receptionist | 2012-2014

EDUCATION AND QUALIFICATIONS

Foundation Degree in Interior Design	Bedfordshire University	2012-2013
Diploma (Merit) | Richmond Drama College	2010-2011
BTEC Business (Merit) | Barnet College	2007-2009
GCSEs, including English, Maths and Science	Al-Sadiq and Al-Zahra School	2001-2007

References:

Giulia Cubattoli: has been my line manager for 5 years at the Roundhouse

Giulia.cubattoli@roundhouse.org.uk

Hassan Braiteh: Previous Employer at Chelsea Bridge Apartments

hassan@luxap.co.uk

Please only contact these referees if I have been offered a position.