

# SOPHIE LEWIS

## Software Engineer

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### Profile

Highly motivated software engineer who has completed an Intensive Full Stack Software Engineering Boot-camp at Makers Tech Academy. A career changer who wants to be a part of an exciting and ever-growing industry, utilising the excellent creative and logical thinking skills developed from accomplishing a degree in Mathematics and Music. Passion for helping and collaborating with others in a pair programming or group session, drawing from a previous customer-focussed role and outstanding communication skills. Skilfully versed in decision-making and attention to detail with GitHub projects and Test Driven Development, acquired from the arts and media industry. Proficient in various programming languages, frameworks and testing frameworks, with the ability to effectively problem solve and debug.

### Tech Experience

#### Intensive Full Stack Software Engineering Boot-camp, Makers Tech Academy

June 2022 - October 2022

- Participated in consistent pair programming and team engineering projects while adhering to an Agile workflow. Designed efficient development sprints that facilitated consistent changes in product requirements.
- Used an Object-Orientated approach to programming in JavaScript and Ruby, utilising relevant frameworks, such as Express, Phaser and Rails.
- Has an astute eye for detail and able to confidently apply SOLID principles to maintain a codebase's readability and flexibility.
- Proven ability to program following a strict Test Driven Development formula utilising RSpec, Jest, and Cypress. This [Makers Code Review](#) is a testament to this skill.
- Robust problem-solving skills combined with determination allowed for efficient code debugging.
- Deployed web applications using a light cloud service such as Heroku integrated with GitHub to allow for consistent and maintainable deployments.

### Projects

#### Reef Runner

Phaser, JavaScript, HTML, Heroku

A sub-aquatic infinite 2D scroller game with sea obstacles and power-ups. Application runs smoothly on a variety of platforms and screen sizes.

#### Acebook

MongoDB, JavaScript, Express, Handlebars, CSS, Cypress, Jest

Social media site inspired by Facebook. Users are able to post, comment, like, and edit their profile details.

#### Bank Tech Test

JavaScript, Jest

A tech test undertaken to showcase clean code and TDD that logs deposits and withdrawals from a bank account.

#### Chitter App

Ruby, PostgreSQL, Sinatra, Heroku, RSpec

Social media site inspired by Twitter. Users are able to sign up, log in, log out, create and view 'peeps' (aka tweets).

For more projects, please see my github

### Languages

English, Welsh

## Work Experience

### Access to Information and Complaints Officer, Natural Resources Wales

May 2020 - July 2022

- Ensured customer complaints and Freedom of Information / Environmental Information Regulation requests were dealt in a timely manner by applying effective time management skills, to avoid further customer dissatisfaction
- Managed all complaints across Wales by delegating to the team, creating a streamlined workflow
- Analysed complex and sensitive data while meeting regulatory deadlines in line with the Ombudsman Services and Information Commissioner's office, ensuring compliance with their legislation.
- Supported internal and external customers regarding complaints and data requests by having consistent 1:1s and team meetings. A high amount of emotional intelligence was essential and enabled a great working relationship with many teams across the organisation.
- Produced a monthly Customer Dashboard that included statistics and a written narrative of the month for the Customer directorate. Utilised this platform to state inefficiencies to the Executive Directors, thus influencing necessary improvements and trends.
- A distinct ability to pick out crucial details resulted in the creation and improvement of internal policies for complaints and Subject Access Requests, further enriching customer and staff experience.

### Customer Care Advisor, Natural Resources Wales

October 2018 - May 2020

- Responsible for resolving customer enquiries across Wales via many different platforms by applying customer focussed skills, which resulted in good customer service.
- Utilised organisational and time management skills to customer refund requests to ensure they were actioned accordingly and provided within the given timeframe. This ensured that the organisation was complying with Audit Wales.
- Produced and improved an internal database that included information on all teams across the organisation and their remit, to ensure that customer enquiries were correctly handled.

### Dance Adjudicator, Eisteddfod yr Urdd

March 2017 - March 2022

- Demonstrated excellent decision-making skills by adjudicating several dance categories for Wales' biggest competitive festival.
- Displayed critical thinking skills by critiquing and writing commentary for each individual and group performance.

### EVS Logger, BBC Wales

August 2018 - August 2018

- Utilised excellent organisational skills by logging and submitting data for each contestant in a fast-paced environment and within the given deadline.
- Required the utmost focus and communication with all co-workers when logging data for each contestant, to ensure high accuracy and attention to detail.

### Learning Support Assistant, Treganna Primary School

September 2017 - August 2018

- Aided autistic children in their learning in a 1:1 environment, creative thinking and patience was essential in accommodating for their learning difficulties.
- Exhibited excellent communication skills, thus optimising the learning environment for the individual as well as communicating effectively with the parents.

## Education

### BA Mathematics and Music, Cardiff University

September 2013 - August 2017

- Accomplished a dissertation on whistling, investigating whether it is an instrument or a form of communication.
- Further developed ability to think creatively and logically in both mathematical and musical contexts.
- Studied and solved countless mathematical proofs and problems.
- Obtained excellent Microsoft Word, Excel, and PowerPoint skills.