

SOPHIE MCNALLY

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PROFILE

I am a recent graduate from a Front-End Web Development qualification working as a Workplace Design Improvement Manager who is seeking a career change to the thriving tech industry. Combining my technical proficiency in web development with expertise in design principles and effective communication strategies, I am eager to leverage my diverse skill set. Passionate about creating exceptional user experiences, I am ready to contribute to shaping the future of user-centred digital solutions and make a lasting impact in the dynamic world of technology.

EDUCATION

Front-End Web Development
University of Birmingham, 2023

BA (Hons) Marketing, Design & Communication
2:1. Nottingham Trent University, 2013

A-Levels Art C, Business Studies C and Religious Studies C. Arthur Terry School, 2009
GCSE's 10 A* - C. Including English A and Maths C. Arthur Terry School, 2007

PERSONAL SKILLS

Communication • A clear and concise communicator and good listener
Teamwork • A team player able to quickly build working relationships
Problem Solving • Able to take a logical and analytical approach to problem solving
Organisation • Able to quickly prioritise and work efficiently and productively
Perseverance & Motivation • Approach challenges with enthusiasm, keen to see projects and tasks through to completion
Working under pressure • Able to keep calm under pressure, and have calming influence on others

WORK EXPERIENCE

Higher Officer, HMRC March 2016 – Present

In my role as a Workplace Design Improvement Manager on the User Experience team in the Civil Service, I actively contribute to enhancing the user experience of office buildings. I am responsible for gathering and analysing valuable user feedback data, gaining deep insights into the needs and preferences of occupants. With a strong focus on inclusivity, I ensure that the buildings are designed to accommodate and embrace diversities. By incorporating universal design principles and considering the unique requirements of various individuals, I collaborate with cross-functional teams to refine and improve the design of office spaces. This approach enables us to create environments that are not only functional and comfortable but also inclusive and welcoming to all, fostering a sense of belonging and empowerment for every occupant.

During my time in HMRC i have gained a wealth of experience including; research and analysis into the tax affairs of high net worth customers, communicating decisions and dealing with queries from the public via telephone and email, creation and maintenance of large data sets, delivering training to colleagues through workshops, secretariat duties at national committee meetings and issuing large repayments to the public.

My current role as project support higher officer includes the daily tasks of; supporting the project managers in planning delivery and implementation, including delivery

schedules, monitoring overall progress and initiating any corrective action; maintenance and development of delivery plans to assure the project is achieving its aims; creation and maintenance of project risks, issues, dependencies and constraint logs; assisting with preparation of reports to programme board, Senior Leaders, ExCom and other areas as required.

Registry Administrator, Central College Nottingham March 15 – March 16

Working within a Registry team, I was responsible for enrolling and registering new students via telephone, email and in person. Due to the size of the college much of my work involved communicating both written and verbally with a variety of staff members and students. I was required to carry out daily audits to investigate situations within my designated areas and resolve any issues. Data protection and safeguarding was an important part of this role and feel confident in my ability to continue to deliver these standards throughout my future career.

Compliance Administrator, Linsco Recruitment Ltd Nottingham, Feb 14 – Feb 15

I previously worked as a Compliance Administrator for a construction recruitment firm. Working across multiple teams, I was responsible for coordinating new candidate registration, contacting them via telephone and email to request documents, dealing with payroll issues and ensuring that all employment laws were consistently met. I was the backbone of support to more than one busy sales team, working in a fast paced environment where I prioritised my tasks to ensure team deadlines were consistently met. After 6 months I was promoted from Team Administrator to the head of compliance for the business. The main purpose of this role was to conduct daily business audits and investigate any compliance issues that arose, ensuring that the business was never under threat of failure to comply with rules and regulations.

Waitress, Ask Italian Sutton Coldfield, Aug 2013 - Feb 2014

I worked at Ask Italian in Sutton Coldfield where I was required to work quickly and conscientiously as part of a large team. Having worked through extremely busy periods I have experience prioritising tasks to ensure excellent customer service. I quickly learnt the menu so I was able to effectively guide customers and ensure they always had an enjoyable experience. In this role I was able to deal with difficult situations and consistently maintain professionalism.

Intern, Fazeley Studios Birmingham, June 2013 – September 2013

Upon leaving university I interned at a Wedding, Events and Conference venue. My tasks here taught me a great deal about the events industry. I was responsible for coordinating the decoration and management of multiple weddings and parties; I was always able to keep calm under pressure and learned how to deal a multitude of difficult situations. I was also able to utilise my Marketing background to work in the sales department where I worked closely with clients to put together unique event packages; ensuring the customer was satisfied while also up-selling where appropriate.

Intern, Green Room Retail Birmingham, Aug 2012

Whilst at University I completed a two week internship at Green Room Retail, a design agency in Birmingham. I very much enjoyed this internship within a creative environment. During the two weeks I learnt about the agency environment and how to integrate within a mixed team of designers and account managers. I was asked to choose stock images for use across campaign artwork as well as being given responsibility for sourcing supplier quotes, planning and booking event transportation.

Waitress/Barmaid, Via Fossa Nottingham, Oct 2010 - Jul 2013

During my time at University I held a part time job as Waitress/Barmaid at Via Fossa in Nottingham City Centre. I gained experience working in a fast paced environment, often under pressure which allowed me to improve on my communication skills. My strong organisational skills meant that in my second year I was chosen to be responsible for co-ordinating the Christmas bookings; both the promotional marketing in the lead up and the creation and management of a customer database. Reporting to the bar manager I also led the team on a number of events to ensure the smooth operation of functions.

Sales Assistant, TK Maxx Sutton Coldfield, 2008 – 2010

While studying for my A-Levels at school I worked a part time job as a sales assistant for a global retailer. I gained experience here working as part of a large team and delivering excellent customer service while dealing with a variety of queries and complaints.