Sophie Hickey

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My Github and LinkedIn

Date of Birth: 31/05/1993

Summary:

I have recently completed a Full Stack Development Diploma with the Code Institute and am eager for a career opportunity as a Junior Developer to further my skills and continue learning new frameworks.

I am currently working in KBC Bank as a Customer Account Executive where I have developed transferrable skills such as organisational and customer facing skills. Attention to detail is very important in my current role and working with other teams.

I am a member of the Clever Programmer course, Profit with JavaScript, where we create real world projects such as how to build a Google Chrome Extension, Google Map Store Locator and a Twitter Clone. I am learning Reactjs, Node,js, Vaniella js, Es6 and Flexbox.

Technical Skills

- HTML & CSS
- JavaScript
- Python
- Bootstrap
- Material-Ui
- Flask
- Django
- Heroku
- MongoDb
- AWS
- Sql
- SqlLite3
- Postgres Sql
- Firebase
- Reactjs
- Redux
- Ms Office

Transferable Skills

- Organisation
- Time management
- Patient
- Problem solving
- Self-motivated
- Focused
- Flexible/Adaptable
- Ability to work in a team
- Remote work
- Eager to learn
- Career focused

Accomplishments:

- QFA Exams-Loans, Regulations & Investments
- QQI Level 6 Coaching Models of Practice
- Gaisce Bronze and Silver.

Education:

Further Studies 2020-present:
Clever Programmer-Profit with JavaScript
Technologies include-Javascript, Reactjs, Firebase, Nodejs, Express, Redux, Next.js

Code Institute March 2020 – Sept. 2020- Completed a Diploma (online course) in Software Development.
Technologies included-HTML, CSS, Javascript, JQuery, Bootstrap, Python, Flask, Json, API's, Django, Heroku, MongoDB, AWS, SQL, SQlite3, PostgreSQL. This course was built in consultation with industry experts to ensure the skills are up to date and relevant to employers.

Third Level Education 2013-2016:
IADT Dunlaoghaire – Three-year Level 7 degree course in Business and Entrepreneurship.
Subjects included: Data Management, Digital Marketing, Finance, Accounting, Research Methods, Marketing, Management, Economics, Law, Innovation, Entrepreneurship and Social Enterprise
Results: Distinction (first class honours)

PLC Course 2012-2013:
Sallynoggin College – Fashion Industry Practice.
Subjects included: Fashion Buying & Merchandising, Fashion Industry & Design Studies, Digital Presentation, Customer Service, Communications
Results: Distinctions in all subjects.

Employment History:

KBC, Sandwith Street Sept. 2020– Present
Job Description: Customer Account Executive (team of 14)
Duties Include:

- Reviewing and requesting documents from customers e.g proof of address and identification.
- Communicating with customers on a daily basis via phone and email (I have the highest call volumes per month averaging between 500-600 calls).
- Adhering to the company structure.
- Working with bank systems such as T24 and Solas.
- Respond to complaints and resolve issues to the customer's satisfaction and to maintain the company's reputation.

Finance Ireland, Ballsbridge from March 2018 -Aug 2018
Job description: Data Processor
Duties include:

- Inputting written loan proposals into a system.
- Resolving customer queries view phone.

AIB Bespoke Investment, Bankcentre Sept. 2017 - March 2018
(Six Month contract with Hays)
Job description: Data Inputter/Administration
Duties included: Updating archives, general correspondence

AIB Wealth Management/Retirement Planning, Bankcentre Sept. 2016 - Aug. 2017
(Three Month contract renewed 3 times)
Job description: Data Inputter/Administration
Duties included:

- Prep Accounts. Print and bind all statements and certs of interest.
- Set up of Trustee training handbooks/Declaration.
- Helped with the set-up of (SSAS to Pershing) once project managed.
- Issuing general correspondence. Issuing payslips and p60s.
- Mail merges for bespoke products i.e. Macro trend for ARFS.
- Post/filing – Scan and log post into post log every day and file away hardcopies and softcopies. Responsible for filing for department.

References: Available on request.