

# LOTANNA

## Tech Consultant

London (Open to relocation)  
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[LinkedIn](#) | [Portfolio](#)

A highly resilient problem solver with a keen eye for detail and a passion for technology, ready to kickstart my career as a software developer. Undertaking a software development bootcamp marked a pivotal career change from an experienced fitness consultant, equipping me with essential skills. My adaptability and critical thinking excel in complex challenges, driven by software's potential for impact. I'm motivated to leverage technology for customer, business, and societal benefit, making problem-solving central to my journey.

## Technical Skills

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**Languages:** JavaScript, Java

**Front-End:** HTML, CSS, TypeScript

**Back-End:** Java Spring Boot, SQL, seeding

**Testing:** Test-Driven Development (TDD), Jest, Cypress, JUnit

**Hosting:** GitHub pages, Railway

**Version control:** Git, GitHub

**General Principals:** Paired programming, technical communication, Agile and SCRUM Methodologies

## Projects

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- **Final Project- TypeScript | Spring Boot API | MySQL database** - A full-stack project created in small pods/teams. A TypeScript frontend end is connected with a Spring Boot API and MySQL database and deployed.
- **Java Project- OOP Programming - | Java | CSS | JavaScript** - A Java application which demonstrates complex implementation of the pillars of OOP, as well as SOLID principles.
- **Game Project- TypeScript** A browser-based game using modern TypeScript, and HTML/CSS.
- **Portfolio Project - HTML | SCSS** - Built using HTML and SCSS and paying particular attention to modular design and responsive web layouts.

## Work Experience

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### ***Trainee Tech Consultant*** – \_nology

March. 2025 – May. 2025

- Completed 8 weeks, in an industry led bootcamp focused on JavaScript and building a strong foundation with HTML, CSS, TypeScript, JavaScript, Java
- Experienced with industry standard practices such as Test-Driven development, paired programming and Model-View-Controller design.
- Effectively developed projects in solo, paired and group environments.

### ***Customer Service Assistant*** - Phil Davies Estate

February. 2025 – Present

- Answering and triaging incoming inquiries via phone, email (Microsoft Outlook) and in-person. Greeting and assisting visitors, ensuring a professional and welcoming reception.
- Providing sales agents with administrative support by processing rental applications and assisting with billing
- Addressing tenant concerns and complaints promptly to provide a positive and helpful experience.

### ***Customer Service Advisor*** - This is Fresh

August. 2021 – October. 2022

- Reduced customer enquiry response time to within 24 hours from 96 hours.
- Increased resident viewings by 45%, conducting a minimum of 7 tours per day during the busiest time of the academic year.
- Awarded regional prize for most bookings in a quarter at 50 bookings out of potential 300.
- Mastered new CRM systems, Salesforce and Yardi, during an urgent local rollout, delivering on-time reports and training others including management on its usage.

## Education

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- Eastern Mediterranean University (2018) | BSc Pharmacy
- WASSCE (GCSE equivalent) (2012) | 8 A-C, including English, Further Maths (A), Maths (B\*), Physics (C) and Chemistry (C)

## Hobbies & Selected Achievements

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- While pursuing a career in fitness, dedicating countless hours to training and competitions requiring an extreme level of discipline, a keen attention to detail and unwavering focus on continuous improvement that has carried over
- Building computers in my spare time, I indulge my love for technology by meticulously building and customising machines. Constantly demanding attention to detail has deepened my understanding of complex systems.