

# TONICHA BLACKWELL

## Junior Full Stack Software Developer

### PERSONAL DETAILS

30, Hardcastle Road, SK3 9BY Stockport  
tonicha.blackwell97@gmail.com, 07743264344  
LinkedIn: [linkedin.com/in/tonicha-blackwell](https://www.linkedin.com/in/tonicha-blackwell)  
GitHub: <https://github.com/TonichaB>

### INTRODUCTION

Strategic planner, Full Stack Software Developer and Operational Team Leader with a strong background in improving performance, productivity, efficiency, and profitability of departmental and organisational operations. Practiced in providing assorted teams with support and resources to succeed. A hardworking leader who has proven success in overseeing administrative areas. Knowledgeable about the best methods for managing resources, schedules, and personnel to achieve objectives. Tech-savvy and always looking for improvement opportunities.

### EDUCATION

#### Full Stack Software Development

Code Institute, Remote

Jul 2023 - Present

#### Level 3 btec diploma | Health and Social Care

Marple Sixth Form College, Stockport

Achieved Grade- Distinction \*

2014 - 2016

#### High School- GCSE's

Hazel Grove High School, Stockport

English, Biology, Chemistry, Physics, ICT, Drama, Art, History, French

2008 - 2013

### EMPLOYMENT

#### Technical Advisor

Gilson Gray Solicitors, Remote

Dec 2023 - Present

Main Duties include;

- Handling the sale and purchase of freehold and leasehold properties, new build transactions, re-mortgages, right to buy and help to buy schemes, from inception to completion
- Communicate effectively to clients, lenders and colleagues
- Prioritising work to meet the needs of the business
- Providing effective management of complex matters
- Keeping procedural and property law knowledge up to date
- Supporting junior staff
- Supporting the business in achieving the expected targets in the given timescales
- Be a knowledge base for any conveyancing questions

#### Team Leader

PLS Solicitors, Altrincham

Oct 2022-Dec 2023

Main Duties include;

- Managing a team of Case Managers in the Residential Conveyancing Department
- Improved team morale and motivation through positive reinforcement and team-building activities, resulting in improved team performance
- Created an effective team culture and fostered collaboration to increase team morale and motivation Mentored and trained team members to develop their skills and career paths
- Resolved conflicts in a professional and timely manner
- Evaluated team performance and provided constructive feedback to help team members improve Handled customer complaints

- calmly and professionally, resolving customer issues promptly
- Utilising a KPI dashboard that allowed for real-time monitoring of key performance indicators

## Head of Operations

Jun 2022 - Sep 2022

Cavendish Legal Group (Part of ONP Group), Stockport

Reporting to the CEO/Managing Director my responsibilities included;

- Monitoring and controlling through analytical methods, with a focus on case volumes, allocation to teams, trends, peaks, and troughs;
- Day-to-day management of the Cavendish Legal Group Property Operations
- Relentless focus on improving the client experience;
- Responsible for overseeing Core Partners and Team Managers; Assisting the CEO with forecasting and growth plans;
- Managing departmental recruitment and employee retention and attrition rates;
- Assisting with relationship management and growth;
- Continuous focus on improving operational performance through process improvement, risk mitigation, and appropriate quality metrics;
- Identify process and product improvement opportunities in conjunction with Operations Managers and as a member of the Senior Leadership Team
- Drive the progress of planned improvement implementations to ensure expected benefits are achieved within the agreed timescales
- Work in collaboration with other sites and across the group facilities to benchmark processes and identify and establish best practices within our Group
- Developed, recommended, and implemented strategies to improve employee work quality and speed.

## Senior Conveyancing Manager/ Conveyancing Manager

Aug 2021 - Jun 2022

Cavendish Legal Group (Part of ONP Group), Stockport

Reporting to the CEO my responsibilities included;

- Managing 8 staff members with varying roles from senior case manager to office manager
- Responsible for the effective management and supervision of my team ensuring work was completed in line with regulatory and firm requirements
- Assisting with the business development of the firm to create new ways of working that benefit our staff, clients, and agents we work with
- Assisting with recruitment
- Day-to-day responsibilities of managing complaints, arranging training, team coaching, supporting the planning and execution of operational plans, alongside overseeing the day-to-day operations of the Conveyancing department

## Assistant Manager

Feb 2021 - Aug 2021

O'Neill Patient Solicitors (Part of ONP Group), Stockport

- Developing and presenting training to new staff members being integrated into the case management systems.
- Assisting the Senior Partner of the merging firm with team integration, staff morale, and process development.
- Cover for the Senior Partner during annual leave/absences.
- Assisting with the merger of a new firm into the Group

## Conveyancing Case Manager

May 2017 - Feb 2021

O'Neill Patient Solicitors (Part of ONP Group), Stockport

- Handling a caseload of clients, ranging from 90-140 clients at any time.
- Communicating with clients, estate agents, and other solicitors daily
- Ensuring deadlines are met for exchange and completion.
- Assisting the team manager with daily tasks, and with the training of new staff members.
- Progressed cases quickly through accurate data processing and time management.
- Applied professional judgment and case experience to guide clients appropriately.
- Observed current laws, policies, and procedures for full case compliance.

## SKILLS

- Case Management Strategic Decision-Making
- Workflow Optimisation
- Working in High-Pressure Environments
- Leadership
- Case Management Relationship Building
- Operational Planning