

# AGUSTINA DI PAOLA

(She/Her)  
Software Engineer

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## SUMMARY

I am a versatile and adaptable professional who is always eager to learn a new skill and take on new challenges. I am passionate about using technology to create innovative solutions that improve people's lives and experiences. I am also committed to diversity, inclusion, and social responsibility, and I seek to work with organizations that share these values and goals.

Currently reskilling as a Junior Software Engineer at Lloyds Banking Group, I am eager to continue my expanding in front-end where my true passion lies.

## CORE SKILLS

HTML, CSS, JavaScript, React, Bootstrap, Java, SQL, Spring Boot, Testing, Selenium, Postman, Swagger, Git (Git Bash / Git Hub), Agile, Jira, Notion, VS Code, Eclipse, MySQL

## SOFT SKILLS

Communication, Organization, Teamwork, Cultural Insight, Attention to detail, Adaptability, Problem Solving, Emotional Intelligence and Empathy

## LANGUAGES

Spanish (Native), English (Fluent), Italian (Basic)

## WORK EXPERIENCE

### **Trainee Junior Software Engineer (Lloyds Banking Group)** Nov 2023 – Current

Successfully completed a rigorous 12-week Full-Stack boot camp program in which I acquired great understanding in various technical domains including Full-Stack Development, Cloud Fundamentals, and DevOps practices. During this learning journey, I actively demonstrate my ability to construct full-stack application by participated in Teams Projects:

**Real Estate application:** Agent application that caters individuals interested in buying, selling or renting properties. This website functionality to add, edit, remove properties was using the CRUD method. Also developed a property filter and a booking system where you can select a property and a date/time to book appointments. My role in this project was focus in front-end (user interface, responsive design, user experience) and testing (Selenium automation testing).

**Shopping Cart:** Fully modernised a legacy application written in Java using React and Spring Boot. Developed a full stack E-commerce website with functionality to register different users, complete stock management using CRUD method and a shopping cart system connected to a database (SQL). My role in this project was focus in in front-end (user interface, responsive design, user experience, accessibility, product display, cart interaction) and integration with back-end.

### **Senior Customer Advisor AOC (Lloyds Banking Group)** Oct 2020 – Nov 2023

Reviewed and processed business banking applications adhering to the regulatory requirements while maintaining excellent rapport and aligning with Lloyds Banking Group's values.

**Subject Matter Expert (SME):** For colleagues, providing training and guidance on account opening procedures, regulatory compliance and customer service best practices.

**Coaching Hub:** Developed tailored and conduct coaching plans for new starts in Edinburgh and Glasgow. Provided accurate information and solutions to new starters' inquiries.

**High Risk Champion:** With meticulously attention to detail, checked applications with High and Very High-Risk levels of Due Diligence (EDD) before fully opening Business Accounts. Ensuring compliance was always met and minimising risk exposure. Provided training to colleagues whose applications where not meeting High Risk compliance.

**Quality Assurance Representative:** Monitors and provides feedback to colleagues impacted during account openings. Conducts Fountain navigation sessions to prevent future failures.

**Pack Checker:** Ensures accuracy and feasibility of applications for new starters.

**Spanish to English Document Translator:** Performs translations for relevant documents in the AOC department.

### **Receptionist (Intercontinental - IHG)** Jun 2019 – Oct 2020

**Team Leader:** Trained new team members and ensuring brand standards were met. Maximized revenue through upsells of hotel facilities, room categories, and the InterContinental Ambassador Program. Anticipated guest needs and supports colleagues to achieve IHG loyalty recognition scores.

**Personal Achievements:** Awarded "Employee of the Month/Exceptional Service" in March 2020.