

## AMI EDWARDS - CV

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Motivated by the impactful changes of the Covid pandemic, I began a journey of self-development. Whilst working full-time and becoming a new parent, at great personal sacrifices I have completed professional training in multiple industries. After experiencing a variety of roles, I am now determined in my goal of joining the exciting and dynamic tech sector. I am a creative and pragmatic thinker, who enjoys problem solving, traits that I believe make me naturally well suited to software development. I am extremely proud of the time and hard work I dedicated to completing an intense Front-End Web Development Bootcamp. With my newfound skills in JavaScript and React, I worked both independently and collaboratively to build numerous web-apps and projects. I am inspired by women who have fought hard to create space for future female developers in the traditionally male-dominated STEM sector. I hope to continue their legacy and be an example to the women and girls around me.

### EXPERIENCE

#### **Onboarding and Induction Coordinator - Community Integrated Care**

*April 2023 - present*

- Provide a friendly and warm welcome to new starters of the charity.
- Ensure all pre-employment documents are obtained and verified.
- Complete all necessary right to work and criminal history checks are completed.
- Flag any issues or discrepancies through the appropriate escalation process.
- Provide updates and manage communications between candidates and management.
- Ensure all candidates complete the relevant induction and initial training packages.

#### **Criminal Fraud Investigator - HMRC**

*Apr 2020 - August 2022*

- Completing complex investigations and gathering evidence on individuals and SME.
- Preparing cases for the Crown Prosecutor.

- Attending Court to give evidence, as well as obtaining Court Orders and Warrants.
- Carrying out arrests, searches and interviews under caution.
- Complying with a range of Criminal Justice legislative requirements.
- Delivering quality prosecution files underpinning HMRC policy, tackling the most harmful tax cheats.

### **Investigation Officer - Ombudsman Services**

*April 2015 - April 2020*

- Provided an alternative dispute resolution service for consumer complaints.
- Investigate and make fair and reasonable decisions to consumer complaints against their energy supplier.
- Review and analyse evidence, seeking out additional evidence where needed to make a fair decision.
- Handle difficult conversations when outcome does not go in either party's favour.
- Deliver findings and outcomes both in writing and verbally.
- Effectively managed a demanding personal caseload.
- Consistently exceeded targets and quality standards.
- Developed effective working relationships with participating companies, colleagues and other stakeholders as required.
- Supported and assisted managing team and training new starters.
- Maintained and continuously developed a thorough knowledge of relevant industry sectors and regulations.
- Maintained high quality customer service, using appropriate communication methods, dealing with internal and external customers within required timescales.
- Delivered a high quality service to all stakeholders.

### **Claims Investigator - Carphone Warehouse**

*Jan 2010 - June 2014*

- Responsible for conducting thorough investigations into mobile phone insurance claims.

- Detected and prevented fraud, through conversation management investigations.
- Provided an excellent customer experience whilst maintaining the company's reputation and values.
- Excellent verbal and written communication skills were essential.
- Building effective relationships both internally and externally.
- Strong organisation and time management skills.
- Abilities frequently recognised through performance awards.

## EDUCATION AND TRAINING

March 2024

**Skills For Life Bootcamp:** Front-End Web Development  
EdX - online | Remote

June 2023

**VTCT Level 2 Certificate:** Nail Technology  
Warrington Vale & Royal Collegiate | Warrington, CHW

June 2011

**Forensic Interview Solutions:** Conversation Management  
Carphone Warehouse | Warrington, CHW

Aug 2007

**Foundation Degree:** Natural Sciences Liverpool John Moores University |  
Liverpool, LIV

## SKILLS

- Coding languages and technologies including React, JavaScript, Python, CSS, HTML, Node.js, TDD, BDD & OOP.
- Analyse and obtain evidence.
- Make effective decisions.
- Excellent planning, prioritising and time management.
- Exceeds productivity and quality targets.
- Effective and adaptable communication skills.
- Logical thinker and pragmatic solution finder.
- Confident autonomous worker and supportive team member.
- Maintains up to date with industry regulations and working policies.

