

## AMI EDWARDS

[HTTPS://GITHUB.COM/AMILOU86](https://github.com/AMILOU86)

With a background in investigations, a passion for creativity, and a drive for continuous improvement, I am eager to transition into the exciting and dynamic field of software engineering.

My commitment to transitioning into a developer role is unwavering. Despite being a full-time working mum, I am determined to pursue a career in software engineering. This has meant making sacrifices in my personal & home life to dedicate the time needed to complete an intensive bootcamp to gain the skills needed. This career shift is a commitment fuelled by a genuine drive to constantly improve and reach my full potential. I want to be the best version I can be, not only for my own aspirations but also as an example to my daughter. I want to demonstrate that it's never too late to change and improve yourself and that women belong in, and can thrive in, historically male-dominated industries such as tech and STEM.

My experience in investigations, dealing with complex complaints and tax and insurance fraud, has equipped me with strong logical-analytical abilities. I have skills in objectively evaluating complex information and applying logical deduction to solve challenging intellectual problems. I also have excellent organisational and structural skills. I am adept at handling multiple tasks with precision. I am pragmatic and always aim to work smarter in order to achieve both quality and quantity. I aim to, and will only accept, exceeding all expectations, I am regularly one of, if not the, highest performer on any team.

Collaboration is a key strength of mine. Balancing patience and assertiveness, I understand others and work effectively with them. This collaborative nature aligns with a team-oriented environment.

## 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*

- Gathering evidence on individuals and organised crime groups.
- 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, seek out additional evidence 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 in training new team members.  
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.

## EDUCATION

March 2024

**Front-end Web Development Bootcamp:** edX - online

Aug 2023

**VTCT Level 2 Nail Technology** Warrington & Vale Royal College |  
Warrington, CHW

Aug 2007

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

Aug 2005

**Foundation Degree in Arts:** Art & Design  
West Cheshire College | Ellesmere Port, CHW

Aug 2002

**GCSEs:** 9 subjects including English, Maths & Science Ellesmere Port Catholic  
High School | Ellesmere Port, CHW

## TECHNICAL SKILLS:

- Front-End: React, JavaScript, HTML, CSS
- Back-End: Node.js
- Testing: Test-driven development (TDD)
- Design: User experience design
- Others: Third-party APIs (jQuery, Bootstrap), Server-side APIs, Fetch API, JSON