

AMY LOPEZ

SOFTWARE DEVELOPER

DETAILS

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UK

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NATIONALITY

American, British

LINKS

[Portfolio](#)

[Github](#)

[LinkedIn](#)

[CV Website](#)

KEY SKILLS

Adaptability

Collaboration & Teamwork

Problem Solving

Creativity

Leadership

Organisation

Punctuality

LANGUAGES

English

British Sign Language

PROFILE

Ten years in customer-facing roles has led me to be extremely client-focused and people-oriented, an outlook that I am excited to bring into my transition into tech. Self-learning front-end development for a year and a half, and nine weeks of boot-camp training in back-end technologies has given me a solid understanding of software development, that I am eager to enhance with more practical experience. I am truly passionate about creating positive user experiences through building responsive, accessible, and innovative applications.

TECHNICAL SKILLS

Front-End Technologies

JavaScript, React JS, HTML/CSS, jQuery, Bootstrap, Semantic UI, Tailwind CSS

Back-End Technologies

Java, Maven, Spring Boot, Python

Database Technologies

MySQL, Mongo DB

Project Management

DevOps, Agile, Scrum, Jira

Source Control

Git/Github

EXPERIENCE

Software Engineering Bootcamp, QA Ltd

London

Nov 2021 — Feb 2022

- Attended nine weeks of full-time learning with live instructors.
- Modules covered throughout this period included:
 - Agile and project management
 - Databases and Cloud Fundamentals
 - Intermediate Java
 - API Development (Spring Boot)
 - Automated Testing (JUnit)
- Implemented understanding of course material through building practical projects that encapsulated concepts from all core training.

Customer Advisor, Sainsburys

London

Mar 2020 — Present

- Displayed excellent customer service skills and a commitment to customer satisfaction.
- Discussed promotions, products, and anything pertaining to better and more satisfactory service for the customer.

- Remained informed and up to date on the current stock and offerings.

Sales Advisor, Three

London

Nov 2018 — Mar 2020

- Offered solutions to customers with general mobile or network queries.
- Determined customers' individual needs by engaging in great conversations, and matched products and services to meet those needs.
- Solved queries for customer quickly and efficiently.
- Identified and maximised sales opportunities, and increased customer retention rates.
- Trained new sales professionals and provided coaching as needed to maintain company sales success.
- Worked to ensure a neat and attractive sales environment, and assisted in the setup of visual displays.

Cocktail Server, Hilton Hotels

Lakeland, Atlanta,
Orlando

Mar 2015 — Nov 2018

- Maintained strong work relationships with all hotel departments.
- Contacted appropriate hotel departments to resolve guest issues or concerns.
- Provided guests with drink suggestions and knowledge about drink recipes.
- Built positive rapport with guests.
- Monitored bar inventory and made notes for needed supplies when necessary.
- Memorised orders and aimed to provide fast and quality service to all visitors.

EDUCATION

High School Diploma, Lakeland Senior High School

Lakeland