

Rebecca Shepherd

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PROFILE

Computing and IT student with a passion for technology and learning new concepts. A motivated and resourceful self starter keen to take on new challenges. Looking for a Developer Internship in a company that offers opportunity to work as part of a team and to further develop my web development skills.

EDUCATION & QUALIFICATIONS

The Open University - Bachelor's degree Computing and IT Present

Modules to date including problem solving with Python and mathematics.

North Kent College - Level 3 Certificate Information Technology with grade Triple Distinction Star 2022

Learnt the fundamentals of software design and programming, gained confidence in pitching and presenting ideas as well as being able to draw upon my past experiences to solve problems.

Bennett Memorial School - 7 GCSEs incl. English and Maths 2012

KEY SKILLS

- Great problem solving skills having worked as a customer-facing advisor, in which I diagnosed product faults and identified the best solutions on a daily basis.
- Being a sales advisor required high levels of critical thinking, including recommendations.
- Throughout my years as a sales advisor and a lab technician, I have prided myself on my ability to connect with people and work as a team.
- My time as a student with The Open University allows me to demonstrate my organisational skills by keeping up with the study planner and submitting assessments before the deadline.
- I combine my studies with my job as well as my own side projects.
- JavaScript
- Python
- HTML
- CSS
- Git
- Linux/macOS
- Adobe Photoshop
- Microsoft Excel
- REST API
- MongoDB

WORK EXPERIENCE

Lab Technician | Specsavers, Folkestone

Apr 2022 to Present

Multinational company providing affordable optometry and audiology services to customers.

- I consistently work to a high standard of technicality cutting and fitting lenses to frames.
- I efficiently check prescriptions with precision.

- I actively communicate with suppliers, ensuring quality levels are continually met.
- I hold the lowest number of remakes for five consecutive months.
- I helped organise the acquisition of an additional store to glaze for.

Career break – recovering from spinal surgery

Aug 2018 – Sep 2020

Sales Assistant and Customer Services Advisor | Currys PC World, Sevenoaks Dec 2014 to Aug 2018

Nationwide retailer of technology products and services.

- I sorted customer issues quickly and efficiently.
- I used my technical knowledge to diagnose product faults and identified the best course of action.
- I successfully managed product repairs by communicating with manufacturers and customers.
- I managed a team that was responsible for the sales of home broadband, ensuring customers received the best value.
- I exceeded monthly personal sales targets, helping the team score high on the regional charts.

ADDITIONAL INFORMATION

INTERESTS

Foreign language: Self-studying Dutch in preparation for a trip to Amsterdam.

Photography: Shot and edited numerous photos of nature, with a particular interest for landscapes.