

Software Engineer Apprentice

# CHEYÁNNE FAIRCLOUGH

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## PERSONAL OBJECTIVE

I am a diligent professional who is extremely enthusiastic about software. With over three years customer service experience, and recent self training within programming I have both technical skills and an understanding of the customer-facing aspects of business. I can work independently as well as in an effective team. I have gained the relevant knowledge on HTML, CSS, JavaScript, Python, Django and Shopify Liquid. I am currently looking for a role to kick start my career in the tech industry.

## SKILLS & EXPERTISE

- HTML5
- CSS3
- JavaScript
- Python and Django
- Shopify Liquid

## CERTIFICATES

- Responsive Web Design Certification
- JavaScript Algorithms and Data Structures
- Digital Marketing Fundamentals

## EDUCATION

- 5 GCSE grades B-C, including English
- 2 BTEC Level 2, including Science
- 1 BTEC Level 3 in H&SC

## RELATED WORK EXPERIENCE

### Digital Marketing Co-ordinator

FIDLEAF WELLBEING, MAY 2021 - PRESENT

I manage Facebook ad campaigns for digital events, including setup and design, resulting in a good knowledge of Facebook Ads Manager. My role also involves PR activity such as pitching opinion pieces to journalists and promoting virtual events. Product testing of new features in the web application.

### Digital Marketing Fundamentals

BIG CREATIVE EDUCATION, FEBRUARY TO MARCH 2021

The modules were based around CRM, Competitor Analysis, Target Audiences and digital campaigns. I built up knowledge on SEO, and SEO optimised content including emailing marketing. In addition to this, I created a digital marketing plan which I then pitched to the class and staff which was received successfully.

### Office Receptionist and Admin Assistant

LONDON SCHOOL OF ECONOMICS, NOVEMBER 2018 TO AUGUST 2019

I worked towards a Level 2 Business Administration qualification. Developed customer service and interpersonal skills in reception, when dealing with customer enquiries, forwarding relevant calls and messages, welcoming visitors as per agreed office procedure. Handled invoices, logged stationery order details on Excel spreadsheet. Provided support with routine clerical tasks for example, photocopying and collating documents, and laminating etc.