
Rebekah Edwards

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PERSONAL PROFILE

I am a life-long learner and professional pursuing a career in Software Development. I have excellent attention to detail, possess strong communication skills and am confident in my creative approach to solving problems. I have a vast set of transferable experiences and skills that will be an asset to any company and am currently looking to join a company that can offer a uniquely varied and engaging position as well as an opportunity to practise and develop new skills to support my career progression.

EXPERIENCE

Senior Software Support Advisor (*January 2022 - November 2024*)

Accelerated to Senior Software Support Advisor within 6 months with the following responsibilities:

Managed and resolved escalated software issues with the Developer team by:

- Checking Qualified Logs to ensure they are valid and all areas of investigation are carried out - escalating to Development team via Jira
- Testing fixes and updating Jira and customers accordingly

Supporting 1st line Advisors by

- Reviewing aged tickets and taking the time to test and find resolutions, consulting with other teams when required
- Working with 1st line support team to find resolutions to issues raised
- Checking incoming and alerting Software Support Manager of any business-critical issues.
- Ensuring all incoming tickets have been responded to or assigned within a 15-minute SLA window.
- First point of contact with Senior Development team

Advanced internal knowledge base and facilitated external training by

- Adding content to the internal knowledge base for support related queries such as written articles and videos to aid customers with common questions.
- Creating investigation and diagnostic videos to aid with support team learning
- Identifying knowledge gaps within the team from questions asked and advising Software Support Manager - also creating articles to aid with this and future questions
- Assisting with the training of new team members by holding diagnostic demonstrations and frequently asked questions sessions

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- Aiding other teams within the business with training and instructional requirements where required
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English Teacher - Ministry of Education *(January 2019 - January 2021)*

This position which I held for two years enhanced my creativity and critical thinking abilities and encouraged me to be adaptable, analytical and practical to complete tasks.

- Developed educational strategies designed to encourage student comprehension and engagement according to the approved curriculum
 - Facilitated knowledge transfer through engaging presentations, interactive discussions, skill development activities and projects
 - Adapted course material and resources to meet the needs of individual students
 - Assigned and corrected homework and essays
 - Prepared, administered and marked tests and quizzes
 - Liaised with parents, students and school officials
 - Participated and contributed to staff meetings, education conferences and teacher training workshops
 - Taught, engaged and evaluated students through distance learning
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Social Action Manager - The Challenge *(March 2018 - November 2018)*

This position required excellent verbal and written communication as well as proficient time and task management.

- Strategically managed diverse projects by liaising with venue providers and streamlining cash handling, risk management and data management processes.
- Supervised up to 7 seasonal staff providing professional development support, addressing logistical needs and delivering performance appraisals.
- Established community initiatives in partnership with a variety of local organisations.
- Developed a tailored curriculum engaging up to 72 young people to complete thoughtful social action projects.

PROFESSIONAL DEVELOPMENT

Full Stack Engineer | Pro Career Path, Codecademy

December 2023 - October 2024

In this path, I encountered all of the major technologies that a full-stack developer should be familiar with. I have gained a foundation in JavaScript programming, the use of front-end technologies including HTML, CSS, React, and the building of secure back-ends with Node/Express and PostgreSQL.

Introduction to Web Development, Coding Black Female x MRI Software

June 2022 - September 2022

Completed an Introduction to Web Dev course that introduced me to the command line & Git, HTML & CSS, Advanced CSS Javascript, Javascript including Conditional Logic, Loops, Arrays, Expressions, Operators, jQuery, DOM and deployments to Github and Heroku.

Google IT Scholarship Programme, INCO

August 2021 - November 2021

Completed the Google IT Support Professional Certificate - an eight-month programme that covers troubleshooting, networking, operating systems, system administration, and security. Gained certificates in Technical Support Fundamentals, The Bits and Bytes of Computer Networking, Operating Systems, System Administration and IT Infrastructure Services and IT Security.

EDUCATION

BA (Hons) English and American Literature

Goldsmiths University

Achieved: 2:1

September 2014 - August 2017

Law and Criminology (Access to HE)

Birmingham Metropolitan College

Achieved: 7 Distinctions, 2 Merits

September 2013 - June 2014

BTEC Applied Law

Sutton Coldfield College, Birmingham

Achieved: 6 Distinctions

September 2009 - July 2010

General Certificate of Secondary Education (GCSE)

Holyhead Secondary School

Achieved: 12 A*-C inc. English, Science, Maths, Digital Applications, Statistics

September 2004 - August 2009