

Charlotte Rushen

Frontend Web Developer - in the making

Profile

Since discovering the world of web development, I have been using every spare moment to teach HTML, CSS and JavaScript. I also have familiarized myself with libraries and frameworks, such as Bootstrap and Vue.js.

I have always had a strong desire for working in a creative role, and I really enjoy looking for new ways to challenge myself. I believe that the role of a Front-End Web Developer would be the perfect role for me, as it is both creative and mentally engaging. I get a huge sense of satisfaction after I've turned a design into something that actually works, and this is what drives my passion and always keeps me wanting to go the extra mile.

Finding solutions to complex problems is something that I find very rewarding, and I consider this to be a valuable trait for someone aspiring to make it as a web developer.

Experience

Contact Centre Agent - Family Tickets

AUGUST 2018 - PRESENT

- Managing large amounts of inbound and outbound calls in a timely manner.
- Responding to emails / live chat messages in a polite and friendly tone.
- Identifying customers' needs, clarifying booking information, and providing solutions.
- Using Excel / Google Sheets to create and update ticketing requests.
- Creating and updating Help Centre articles on the customer facing website.

Hair Stylist - Various barbershops and salons

2011 - AUGUST 2018

- Having a high attention to detail, and being able to find potential issues.
- Being able to recognise a clients needs, and making recommendations based on them.
- Keeping up with technical knowledge by attending seminars and exhibitions.
- Working as part of a team, and training juniors to a high level.
- Maintaining a high quality of service by following health and safety regulations.

Education

23 Code Street / JANUARY 2019 - APRIL 2019

Web Development Foundation

London School of Barbering / MARCH 2016

NVQ Level 3 - Barbering

Bournemouth & Poole College / 2011 - 2015

NVQ Level 2, NVQ Level 3 - Hair Dressing

Pershore High School / 2008 - 2011

10 GCSE's (A* - C)

Contact

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