January 2019 – present
Software Developer – Flax&Teal
- developing open source software in research and development projects as part of a small, multidisciplined team
- managing open datasets using CKAN API
- analysing & visualising data using Python
- optimising libraries that return datasets
- developing services used in a distributed system, with Laravel, Vue.js, PostgreSQL
- self-led learning, & working in an agile environment
- technical documentation
- taking the lead for implementation of certain product features (ie, automated data visualisation & how this helps journalists who aren't familiar with data)
- Unit tests for Python applications
- Setting up CI/CD for Gitlab
- Communicating with users/stakeholders, ie, focus groups

April 2015 - August 2017
Customer Service Advisor – NI Direct
- Front line service dealing with customers via phone
- Handling sensitive customer info
- Dealing with irate callers while staying professional and empathetic
- Maintaining high KPIs to support my team

January 2015 – April 2015
Customer Service Advisor – Convergys
- Dealing directly with customers via phone on behalf of vodaphone
- Keeping a high standard of quality while providing excellent customer service
- working with a team to ensure we meet SLAs

October 2014 – January 2015
Care To Give Advisor – D3 Logic
- Door to door sales advisor
- Encouraging people to sign up to a monthly direct debit for the WWF
- Working in a competitive environment
- Meeting daily targets
- Interviewing and training new staff

June 2014 – October 2014
Customer Service Advisor – Teleperformance
- Worked on 2 campaigns in this time: Her Majestys Passport Office & Student Loan Company
-Working in a team to acheive high KPIs to help the campaign meet its SLA
-Staying professional and helpful for the customer in a high pressure environment
-Consistently highest performing team member

May 2013 – December 2013
Floor staff – Snakes 'n' Ladders
- Organising children's parties
- Cleaning and tidying
- Taking food orders

Qualifications
- Foundation Degree Software Engineering: 82
- MTA Database Fundamentals: 92
- MTA Software Engineering: 85
- 9 GCSEs (including Maths and English)
- 4 AS Levels (B, B, C, D) 2 A Levels (B, D)

ZOE ALEXANDRA GADON-THOMPSON

Software Developer

Passionate about open source, open data, & open knowledge

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Technical Skills

Java	Git	Docker
ReactJS	Javascript	HTML & CSS
Python	C#	Laravel 5
Vue.js	PHP 7	Linux

Public Speaking at Tech Events
More details available at gingerzoealex.dev/speaking-events.html

Bring IT On: IWD Event	Ladies of Code (Glasgow)
Django Girls	NI Developer Conference
Women Who Code	BelfastJS
Belfast Linux User Group	Women Tech Makers

Tech Events Organising
- Co-Organiser of NI Developer Conference (2019 onwards)
    - Marketing material design
        - Contacting & laising with design/printing companies
    - Working towards deadlines & within a budget
    - Social media
    - Managing registration
    - Organising youth demos
        - Making sure to comply with child protection laws
        - Contacting & updating parents
- Co-Organiser of Code Co-op
    - Running 2 events per month, a social and a coding challenge.
    - Organising occasional special events
        - Cyber Security Halloween Challenge
        - Theme Challenge with Code for Good
        - Open Source product/coding workshops(upcoming)
        - Open data challenge (upcoming)
- Co-Organisor of Django Girls/WomenTechSpace
    - Organising and mentoring at events
- Outreach Manager at Farset Labs
    - Involves championing at Farset's Coder Dojo
    - Involves organising events like
- BelfastTechFamilies
    - Social media, sponsorship, catering, activities
- Other events include an all Women in Tech summer social (involving getting funding, promoting online, and dealing with catering and the venue), and the NI Game Awards 2018 (catering, promotion, award shortlistings), a youth event for Design Week

Volunteering
- Various roles involved in Farset Labs
- Various volunteering roles since the age of 13
- NI Developer Conference (2018)
- FOSDEM Heralding (upcoming)
- Various STEM speaking/networking events at schools