

Professional Experience

January 2019 – present

Software Developer - Flax&Teal

- using open data & creating datasets using python
- optimising libraries that return datasets
- developing open source software
- learning how to analyse data using python

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
- Maintaining 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 achieve 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

9 GCSEs (including Maths and English)
3 AS Levels (B, B, C, D) 2 A Levels (B, D)
Foundation Degree Software Engineering
First Year: 78
Second Year: Pending
MTA Database Fundamentals: 92
MTA Software Engineering: 85

ZOE GADON-THOMPSON

Software Developer at Flax&Teal

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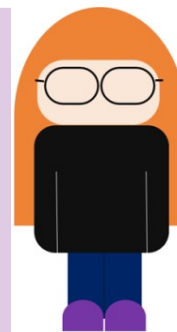
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Technical Skills

Java
ReactJS
Python

Git
Javascript
C#

Docker
HTML CSS
Laravel

Other Skills

Event Organising

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-Organiser 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

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)

Public Speaking Events

Bring IT On: IWD Event
Django Girls
NI Developer Conference
Women Who Code
BelfastJS
Belfast Linux User Group

Volunteering

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