Hannah Penn

hannahpenn.codes

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I am a friendly, hard-working individual, with a positive attitude and strong teamwork and communication skills, seeking a new career in web development. I am a fast learner, having recently completed the IT Career Switch coding pathway to build a strong base of knowledge across front and back-end technologies in a number of areas:

- HTML & CSS
- Javascript
- Web development basics
- React & Redux
- Git command line & Github
- Back-end basics, including Node, Express, SQL, PostgreSQL, database design
- TDD concepts
- Security, authentication, and authorization
- Data structures & basic algorithms
- Introductory modules in jQuery, PHP, Python, Java and C#
- Microsoft accreditation (pending)

I am also highly organised, able to deal with demanding situations and work to strict deadlines while remaining professional and efficient, and have a good knowledge of Microsoft Office programmes and basic IT troubleshooting. I'm eager to keep learning and would value a position where I can work with and learn from more experienced engineers.

Employment History

Student Support Officer (Student Advice and Wellbeing)
SOAS, University of London
September 2020–July 2021

All roles within Student Advice and Wellbeing included:

- Planning, developing and implementing a new departmental student database and appointment booking system
- Planning the restructuring of the department's section of the SOAS website along with the university IT team
- Planning and monitoring university-wide strategy and policy working groups
- Training new staff on departmental software
- Managing the department's website, pages on the student intranet and Twitter account
- Writing and maintaining guides on common IT issues and software processes
- Managing administration for the Student Advice and Wellbeing department
- Supporting a team of 20+ advisors, counsellors and mentors in providing a service for all SOAS students

- Working on the Reception desk as the first point of contact for students using the service, answering phone calls, emails and face-to-face enquiries
- Assisting students with disabilities to access the service
- Organising and promoting events with internal and external guests
- Maintaining a secure document repository and database for students with disabilities
- Being first point of contact for students experiencing mental health difficulties and other wellbeing concerns, including basic triage

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Projects Officer, Administrative Officer
SOAS, University of London
July 2016–September 2020

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Administration Officer
Ealing, Hammersmith & West London College
August 2014–July 2016

Education History

BA (Hons) in Classical Civilisation: 2.1

3 A Levels: grade A; 4 AS Levels: grade A

GCSEs: 9 A*s and 2 As, including English and Maths

Training

- IT Career Switch (coding path), July 2021–January 2022
- SI-PASS supervisor training, October 2019
- Zero Suicide Alliance awareness, July 2019
- Counselling: an introduction (City Lit), September–December 2018
- Understanding Autism online course (University of Kent), 2018
- Supporting Survivors of Sexual Violence (NTOO project), 2018
- Inclusivity Training (Grit), 2018
- Key Principles in Supporting Students, 2018
- Understanding Autism & SPELL Framework (NAS), 2017
- Mental Health First Aid, 2016

Detailed employment history and references available on request.