

# Sunny Hebbbar

## FULL STACK WEB DEVELOPER

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Certified Full Stack Web Developer who is able to work alongside other talented IT professionals in creating websites and web applications to the highest standards. An ambitious individual who has the drive and energy needed to really make a difference to a project.

Right now, looking for a challenging position to kick start a dream career change to web development after completing Code Institute's *Full Stack Web Development Diploma* with First Class Honours, with an exciting company that wants to attract talented people.

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## CORE SKILLS

Frontend	Backend	Frameworks	Databases	Source Control	Deployment
HTML CSS/SASS JavaScript (jQuery)	Python	React (learning) Bootstrap Materialize CSS Flask Django	MongoDB MySQL SQLite PostgreSQL	Git GitHub	GitHub Pages Heroku

I completed 4 Milestone Projects for Code Institute's *Full Stack Web Development Diploma*. Please visit my [GitHub Profile](#) to see the full details for these projects, including my code, the technologies used, and the deployed websites/applications.

- Able to manage people and communicate well with others
- Able to manage time effectively and prioritise multiple tasks in line with the needs of the business
- A keen approach to quickly learning new skills and technologies – demonstrated by completing Code Institute's *Full Stack Web Development* course in 10 months, while working a full-time job
- Relish problem solving
- Able to work to short lead times and adapt to various situations.
- Able to collaborate with various departments to identify swift solutions to problems
- Excellent at working in a team – skills demonstrated by a recent contract renewal of major client
- Excellent written and verbal communication – demonstrated in various presentations, conference calls and face to face
- Handle feedback well and learning from it

## ACHIEVEMENTS

- Achieved First Class Honours in Code Institute's *Full Stack Web Development Diploma* course, scoring a minimum of 85% across four Milestone Projects – visit my [GitHub Profile](#) to see my Milestone Projects
- Completed the *Django 2.2 & Python | The Ultimate Web Development Bootcamp* course on Udemy
- Successfully implemented new Case Management systems as a Key User in two Companies
- Managed and coached an underperforming team, to be the top performing team while maintaining full employee engagement
- Achieved recruitment accreditation within 6 months at Ombudsman Services and conducted 35 interviews to date
- Presented progress, challenges, success and the long-term vision to the exec team
- increased revenue by £56,000 per month by implementing charging scheme for withdrawals in POPLA

## EXPERIENCE

### **June 2015 – Present      Operational Team Manager – Ombudsman Services**

Operational lead for POPLA sector, responsible for building and maintaining stakeholder relationships. Manage 12 FTEs, provide cover for operational manager, conduct effective coaching, manage absence, monitor caseloads and KPIs, review current processes, identify potential improvements and implement them. Build team objectives to meet business objectives and goals and ensure team exceeds targets. Implemented new Case Management system as Key User in the department.

### **Aug 2013 – June 2015      HP and Sony UK Customer Care Team Leader – Flextronics (FGSS)**

Promoted internally after excelling in previous role.  
Managed 8 FTEs, conducted effective coaching, managed absence, monitored caseloads and KPIs. Guided department through busiest spell. Increased 'Calls Answered within 60 Seconds' KPI from 80% to 90%, and reduced 'Calls Abandoned Rate' KPI from 10% to 5% in 3 months of being promoted. Implemented new system as Key User in the department, involving regular business trips to Budapest. Liaising with internal and external stakeholders to maintain relationships.

### **Sept 2011 – Aug 2013      Salesforce Administrator/Senior Agent – Flextronics (FGSS)**

Helping to integrate SFDC in the department, including providing feedback on the training documentation created by the Key User.  
Taking and owning escalations, putting people back in the position prior to the complaint, or delivering a clear message of our process and policy.  
Liaising with internal and external stakeholders to maintain relationships.

### **July 2009 – Sept 2011      High Value Customer Service Adviser – Vodafone Ltd.**

Taking inbound calls from customers relating to bill queries, network faults and queries, general mobile phone queries and disputes/escalations.

### **July 2005 – July 2009      Other Work**

Various roles in the retail and fast food industries while completing College and my University degree, including Burger King and Asda.

## ACADEMIC QUALIFICATIONS

- 2019 – Code Institute (via The Learning People)  
*Full Stack Web Development Diploma (First Class Honours)*
- 2019 – Udemy  
*Django 2.2 & Python | The Ultimate Web Development Bootcamp (Completed)*
- 2006 – 2009 – University of Chester  
*BSc Biomedical Sciences (2:1)*
- 2004 – 2006 – Culcheth College  
*A Levels - Chemistry (A), Biology (B), Media Studies (C)*
- 1999 – 2004 Culcheth High School  
*GCSEs – Science (Dual Award: AA); Maths (A); German (A); English Literature (B); English Language (B); Information Technology (B); Media Studies (B); Resistant Materials (B); Drama (C)*

## ADDITIONAL EXPERIENCE

- Volunteered at Mee Brow Community Centre in 2006 for two months involving managing a youth group of 10-17 years of age, ensuring good behaviour amongst the group and also acting as their representative. This also helped me to develop my management skills, confidence and assertiveness.
- My hobbies include attending concerts, playing football and spending time with friends and family.