SUNNY HEBBAR

Phone: 07733235188 | E-mail: sunnyhebbar@hotmail.co.uk
LinkedIn: www.linkedin.com/in/sunny-hebbar-0b3008174/
GitHub: https://github.com/hebs87 | Website: https://sunnyhebbar.info

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Accomplished Certified Full Stack Web Developer with a proven record of success developing websites and web applications with a high level of quality. Adept at managing time efficiently and prioritising multiple tasks while meeting the needs of the company. Excellent interpersonal and communication skills with the ability to establish strategic relationships with key stakeholders and collaborate effectively with internal departments.

AREAS OF EXPERTISE

- Full Stack Web Development
- Websites & Web Applications
- Process Improvement

- Project Management
- Case Management Systems
- Key Performance Indicators (KPI)

- Stakeholder Relationships
- Team Leadership & Development
- Client Service & Support

Technical Knowledge: HTML, CSS/SASS, JavaScript (jQuery), Python, React (learning), Bootstrap, Materialize CSS, Flask, Django, MongoDB, MySQL, SQLite, PostgreSQL, Git, GitHub, GitHub Pages, Heroku

CAREER HIGHLIGHTS

- Completed 4 Milestone Projects for Code Institute's Diploma in Full Stack Software Development. Achieved First Class Honours scoring a minimum of 85% across the four projects. Please visit GitHub profile to view details of the projects including code, technologies used and deployed websites/applications.
- Completed the Django 2.2 and Python, the Ultimate Web Development Bootcamp course on Udemy.
- Successfully implemented new Case Management systems as a Key User in two companies.
- Through effective leadership transformed an underperforming team to achieve top performance.
- Acquired recruitment accreditation within 6 months and conducted 35 interviews to date.
- Increased revenue to £56,000 per month by implementing charging scheme for withdrawals in POPLA.

EDUCATION & CREDENTIALS

Complete React Developer (Redux, Hooks, GraphQL), Udemy (in progress)
Full Stack Diploma in Software Development (First Class Honours), Code Institute (via The Learning People) (2019)
Django 2.2 & Python, The Ultimate Web Development Bootcamp, Udemy (2019)
Bachelor of Science, Biomedical Sciences (2:1), University of Chester (2009)
A Levels - Chemistry (A), Biology (B), Media Studies (C), Culcheth College (2006)

FULL STACK WEB DEVELOPMENT MILESTONE PROJECTS

The Monkees Website – Milestone Project One.
A front-end website for fans and event planners who are looking to follow the band, listen to their music, book tickets and book the band to perform at their events. Technologies and frameworks: Balsamiq (wireframes), HTML, CSS, Bootstrap & Bootstrap's jQuery.
    GitHub Link: https://github.com/hebs87/monkees-milestone-project-one
    Deployed Link: https://hebs87.github.io/monkees-milestone-project-one/

Simon Game – Milestone Project Two.
Front-end rendition of the classic simple memory game. Users correctly replicate sequences of displayed signals with increasing difficulty to progress through the rounds. Technologies and frameworks: Balsamiq (wireframes), HTML, SCSS, jQuery (core focus) Bootstrap & Jasmine (automated testing).
    GitHub Link: https://github.com/hebs87/simon-milestone-project-two
    Deployed Link: https://hebs87.github.io/simon-milestone-project-two/

Fine Dining Online Cookbook – Milestone Project Three.

A full-stack website using Python and a no-SQL database (MongoDB), which uses CRUD operations to allow users to easily create, read, update and delete food recipes. Technologies and frameworks: Balsamiq (wireframes), HTML, SCSS, jQuery, Python, Flask, MongoDB & Materialize.

   GitHub Link: https://github.com/hebs87/cookbook-milestone-project-three

   Deployed Link: https://online-cookbook-ms3-hebs87.herokuapp.com/

Unicorn Attractor Issue Tracker – Milestone Project Four.

A full-stack website using Python and a SQL database (SQLite/PostgreSQL), which uses CRUD operations to enable users to create, read, update and delete food recipes. The site's e-commerce functionality allows users to pay donations to create and upvote feature tickets. Technologies and frameworks: Balsamiq (wireframes), Visual Paradigm (ER diagram), HTML, CSS, jQuery, Python, Django, SQLite/PostgreSQL, Stripe API, C3.js, Materialize, Django unit test (automated testing).

   GitHub Link: https://github.com/hebs87/unicorn-attractor-milestone-four

   Deployed Link: https://unicorn-attractor-ms4-hebs87.herokuapp.com/

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

OMBUDSMAN SERVICES   June 2015 - Present

Operational Team Manager

Manage POPLA caseloads and deliver satisfactory resolutions. Analyse key performance indicators (KPI) to identify areas in need of improvement and implement effective solutions. Provide team members with the training and support necessary to perform their daily tasks successfully.

Key Achievement:

- Implemented a new Case Management system as Key User to gather end user requirements, create process flows and relay information to the IT team responsible for developing the system. Once system was built, performed testing to ensure proper functionality. Trained end users on the new system and collected feedback for continuous improvement.

FLEXTRONICS (FGSS)   September 2011 - June 2015

HP & Sony UK Customer Care Team Leader   August 2013 - June 2015

Guided the department through a period of growth and transformation while improving operational efficiency. Analysed KPIs to determine areas of weakness and implemented processes to improve overall performance. Established relationships with internal and external stakeholders.

Key Achievement:

- Improved 'Calls Answered within 60 Seconds' from 80% to 90% and reduced 'Calls Abandoned' from 10% to 5% within 3 months of being promoted.
- Implemented a new system as Key User in the department which involved business trips to Budapest.

Salesforce Administrator & Senior Agent   September 2011 - August 2013

Facilitated the process of integrating SFDC into the department and provided expertise on training documentation. Established strategic relationships with internal and external stakeholders.

VODAFONE LTD.   July 2009 - September 2011

High Value Customer Service Adviser

Addressed inbound calls from customers involving billing, network issues, and general mobile phone queries.

PERSONAL INTERESTS

My hobbies include attending concerts, playing football and spending time with friends and family.