

Isabelle Zennah

isabellezennah@gmail.com
linkedin.com/in/isabelle-zennah
Liverpool, UK
+44 7713 492843

Experience

Junior Software Developer, Griffiths & Armour — Liverpool Since Nov '21

- Worked under the Senior Developer, using C#, HTML5, CSS3, JavaScript, Bootstrap 5 and SQL to complete my tasks
- Rewrote the HTML, CSS, and JavaScript files to meet industry and company standards for SEO and Accessibility. This drove a 23% increase in users by appearing on the first page of Google search results.
- Worked in an agile environment with weekly stand-ups, kept track of user stories/bugs in GitHub projects, and conducted 2 hours of sprint planning and sprint retrospectives per week. This process allowed production to increase by 15% while decreasing overall time invested by 20%.
- Participated in pair programming with 3 developers, and reviewed the team's code to provide additional perspective and catch previously missed errors.
- Designed, built, and maintained efficient and reliable C# and JavaScript code

Customer Service Advisor, Serco — Liverpool May - Aug '21

- Responded to customer inquiries via phone, email, or chat
- Resolved customer complaints and issues in a timely and effective manner
- Provided customers with product or service information
- Documented customer interactions and maintained accurate records
- Collaborated with other teams to resolve customer issues

Education

BTEC Level 3 Software Development Technician, QA Nov '21 - Nov '22

Apprenticeships

Learned about Web Fundamentals, SQL and Data Modelling, JavaScript, jQuery, a little Angular.js, ASP.NET MVC, and Systems Development basics in classrooms while working at a well-known insurance broker firm.

Front-End Coding Bootcamp Oct '22 - March '23

- Learning front-end fundamental concepts of web development, including HTML, CSS, JavaScript, Git, and GitHub.
- Learning how to use JavaScript frameworks to leverage and manipulate data via application programming interfaces (APIs).
- Developing a portfolio of web applications and learning React.js.

Projects

RMworks - Risk Management System

- A system that clients and users could have access to get information on risk management skills and join courses about it
- Built pages to retrieve companies' data using SSMS and SQL to display the data in tables and other controls
- Used C#, HTML, CSS, and JavaScript to continuously create new web pages on the site to keep up with users' needs such as creating a new login page as we had feedback to change the previous design.
- Built a custom JavaScript timer linked to Twilio API to send email and SMS notifications to users to complete their risk management courses
- Continued development by maintaining the websites and user information
- Organized the system via Azure DevOps and through version control using Git

Summary

A Junior Software Developer who likes to dabble in both Front and Back end development! I admire collaborating effectively with developers, while can work independently. I enjoy working to ensure workloads are effectively redirected to bottlenecks and personally picking up the slack when necessary. With a passion for both personal growth and software development, I have attended coding bootcamps and used online courses to learn new languages while sharpening existing skills.

Skills

Languages

- HTML5
- CSS3
- JavaScript
- C#
- SQL
- Python (currently learning)

Other technologies

- Bootstrap 4 & 5
- .NET Framework
- ASP.NET MVC
- jQuery
- Angular.js (currently learning)
- React.js (currently learning)