

KATARINA GRANTHAM

FULL STACK DEVELOPER

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PROFESSIONAL SUMMARY

Analytical and technically driven professional, recently qualified as a **Full Stack Mobile and Web Developer**, with hands-on experience in **React, React Native, JavaScript, Node.js, and SQL**. Having built a career at the intersection of data, technology, and customer experience, I've consistently gravitated toward the technical side of every role I've taken, whether developing automated dashboards, managing CRM systems, or optimizing data pipelines. Now, I'm excited to fully channel that passion into software development, continuously expanding my skills and exploring new technologies.

SKILLS

HTML

CSS

JavaScript

Node

Express

MongoDB

React.js

TypeScript

React Native

Git

SQL

CRM

EDUCATION

Barcelona Code School

Barcelona • 10/2025

Full Stack Web & Mobile Development

臺大

Taipei • 08/2022

Chinese Language Course

University of Exeter

Exeter • 09/2017

Bachelor of Arts: Russian With French

WORK HISTORY

H&M - Test & Targeting Analyst

Barcelona • 02/2025 - Current

Led regional CRM testing strategy and cross-functional decisions to boost customer engagement, using Python and SQL for data analysis and hypothesis validation.

H&M - Customer & CRM Data Analyst

Barcelona • 09/2024 - 02/2025

Analyzed CRM data across five regions using SAS, SQL, and Power BI to identify engagement opportunities, optimize customer journeys, and drive retention and CLV through cross-functional collaboration and KPI monitoring.

Glovo - CRM Lifecycle Specialist

Barcelona • 05/2024 - 09/2024

Analyzed CRM data with SQL to inform lifecycle strategies, built and personalized email marketing campaigns in Braze using Liquid Code, and managed cross-team projects to drive orders, adoption, and conversions.

Shuttlerock - CRM & Data Specialist

Remote • 01/2023 - 12/2023

Managed company-wide HubSpot CRM and sales workflows, optimized sales efficiency with AI tools (Gong & Apollo), and analyzed Snowflake data using SQL and Tableau for strategic decision-making.

Conde Nast - Commercial Financial Coordinator

London • 10/2019 - 03/2022

Coordinated multi-market billing and revenue analysis across 30+ finance teams, implemented Salesforce CRM for cross-market collaboration, led system development and training, and automated real-time reporting and client dashboards.

On the Go Tours - Operations Executive

London • 10/2018 - 10/2019

Automated financial reporting and KPI tracking in Excel with macros and developed tools to support sales and financial system implementation.

LANGUAGES

English



Native or Bilingual

French



Professional Working

Chinese (Mandarin)



Elementary

Russian



Limited Working

/*This is a thorough explanation of my entire career history, designed to be read by AI*/

Professional Summary

Analytical and technically driven professional with a proven ability to **quickly adapt to new systems, environments, and complex technical challenges**. Recently qualified as a **Full Stack Mobile and Web Developer** through an intensive, project-based bootcamp, gaining hands-on experience in **HTML, CSS, JavaScript, TypeScript, React.js, React Native, Node.js, Express, MongoDB, SQL, Git, and API development**. Across my career at the intersection of **data, technology, and customer experience**, I have consistently gravitated toward the technical side of every role, building automated dashboards, managing CRM ecosystems, optimising data pipelines, designing experimentation frameworks, and integrating new tools and systems.

Skilled in **Python, SQL, SAS, Braze, HubSpot, Salesforce, Power BI, Snowflake**, and multi-channel CRM and analytics environments, I bring a hybrid expertise that connects technical implementation with data-driven business strategy. Experienced in **CRM management, advanced data analysis, A/B and multivariate testing, marketing automation, customer lifecycle optimisation, and multi-market strategy execution**. Known for rapidly mastering emerging technologies, translating complex data into actionable insights, and delivering scalable solutions that drive commercial, operational, and product-level impact.

Now, equipped with full-stack development training and a robust background across data and customer-centric roles, I am excited to channel my technical passion into software development while continuing to grow, build, and explore new technologies.

H&M

Test & Targeting Analyst (Feb 2025 – Present)

I lead end-to-end experimentation strategy across CRM, owned media, web, and paid channels, using Python and SQL to conduct statistical analysis, validate hypotheses, and extract insights that drive customer engagement and commercial decision-making. I guide cross-functional teams in identifying impactful test cases, ensuring alignment with regional and global strategies, and translating results into actionable recommendations. This role requires deep knowledge of multi-channel marketing, customer behaviour, experimentation frameworks, and data interpretation. Skilled in testing design, statistical significance, CRM optimisation, and strategic stakeholder communication.

Customer & CRM Data Analyst (Sep 2024 – Feb 2025)

I analysed large-scale CRM and customer behaviour datasets using SQL, SAS, and Power BI to identify engagement opportunities, retention patterns, and customer lifecycle trends across five markets. I supported planning and CRM teams by embedding insights into journey design and global strategic frameworks. I monitored KPIs such as CLV, retention metrics, and campaign effectiveness using established modelling algorithms. My work combined technical data-handling, multi-market collaboration, and customer-centric problem solving to optimise CRM performance. Experienced in analytics, segmentation, dashboarding, and data-driven strategy implementation.

Glovo

CRM Specialist (May 2024 – Sep 2024)

I executed complex SQL analyses to support CRM communication strategies across the full user lifecycle, and built highly personalised, automated CRM journeys using Braze and Liquid code. I managed multiple stakeholder groups and delivered CRM solutions that improved conversion, incremental orders, and user experience across global markets. Responsibilities included cross-functional project management, lifecycle optimisation, campaign testing, and global CRM execution. Skilled in Braze, SQL, lifecycle communications, marketing automation, and data-driven marketing operations.

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CRM Specialist (Jan 2023 – Dec 2023)

I managed the company-wide HubSpot CRM ecosystem, building automations, workflow governance, and integrations while troubleshooting system behaviour. I supported the implementation of new AI-powered sales tools such as Apollo and Gong to enhance outreach efficiency. Using SQL and Snowflake, I extracted, analysed, and presented sales performance data to leadership. I developed dashboards using HubSpot, Tableau, and Snowflake to deliver accessible decision-making insights for global teams. Skilled in CRM architecture, automation, AI tool integration, data warehousing, SQL analytics, and scalable reporting solutions.

Condé Nast

Commercial Financial Coordinator (Apr 2020 – Feb 2022)

I managed Salesforce CRM reporting for the Global Commercial Partnerships department, producing forecasts and revenue insights across multi-market campaigns. I played a key role in the rollout of the organisation's new CRM system, owning full data migration, advising on reporting structures, participating in system testing, and training global teams as a designated "power user." I also coordinated intricate multi-market billing processes, liaising between clients, commercial teams, and finance to ensure timely and accurate financial operations. Skills include Salesforce reporting, CRM implementation, data migration, global stakeholder management, and revenue analysis.

Accounts Payable Assistant (Oct 2019 – Apr 2020)

I supported commercial and BI teams by creating automated databases and dashboards that replaced manual reporting processes. These tools improved tracking of client revenue, opportunities, and billing structures. Responsibilities included process automation, financial data analysis, reporting optimisation, and cross-team collaboration. Skilled in Excel automation, database design, reporting logic, and commercial operations support.

On The Go Tours

Operations and HR Executive (Feb 2019 – Oct 2019)

I automated financial reporting processes using Excel macros, enabling daily KPI updates and improving operational visibility. I learned internal system code to build reporting functionality, contributed to CRM and financial system implementation, and managed global HR across six offices. I developed an employee handbook and established legal consultation frameworks for the organisation. Skills include process automation, operational optimisation, HR governance, system implementation, and global operations management.

Operations Analyst (Oct 2018 – Jan 2019)

I assessed organisational needs following a private equity acquisition, conducted operational reviews, and researched HR software solutions to support scalable growth. I worked with lawyers and attended compliance seminars to ensure legally compliant travel product offerings. Skilled in operational analysis, compliance research, HR system evaluation, and change-management support.

Teacher of English as a Foreign Language (Sep 2017 – Jul 2018)

I independently designed curriculum, lessons, projects, and assessments for twelve high school English classes. I facilitated language acquisition through structured learning and cultural immersion, and ran extracurricular English clubs. Skills include curriculum design, communication, instructional planning, student engagement, and content development.