# KATIE ELLIOTT

**LINKEDIN** linkedin.com/in/Katie-Elliott-Sydney
**PORTFOLIO** kelliott14.github.io/KE-Portfolio

**PHONE** 0405 195 910
**EMAIL** kate.elliott14@gmail.com
**LOCATION** Croydon, NSW

## INTRODUCTION

Web Developer currently undertaking a certificate in Full Stack Development at the University of Sydney Coding Bootcamp, graduating end of January 2020. Skills in HTML, CSS and JavaScript and experience in IT support and customer service. Known for creative problem-solving, flexibility and outstanding communication skills. My goal is to provide effective solutions and enhanced customer experiences. Worked closely with developers during a major CRM system upgrade to test, migrate data, generate and present training documentation. Excited to apply my background and coding skills to a junior web developer role.

## EXPERIENCE

**Many Rivers Microfinance** – *Not-for-profit microfinance and business support*

Jul 19 to Oct 19    Contractor

- Developed and implemented a training guide for the operations team, including handover with new team members.
- Project administration for MS CRM optimisation projects.
- Regenerated monthly board paper reports supporting new financial year's objectives.

Nov 15 to Jul 19    Operations Support Officer

- Provided level 1 IT and iOS phone support, including CRM process support, software troubleshooting and hardware procurement.
- Produced recurring reports using MS CRM, MS Word and MS Excel for Executive team, the organisation's board and other team members.
- During multiple system updates and optimisation projects to MS CRM, designed change, communicated with the developer, wrote and performed test scripts, updated documentation and distributed change communications to impacted teams.
- Setup laptop and iPhone for new staff members, ensuring laptop build matched the organisation's standard. Performed handover with the new staff member, including system, applications, and support training.
- Led two-day induction training for new staff members, including an end-to-end walkthrough of CRM database in the test environment. Performed this training for over 50 new staff members.
- Procured office stationery, IT peripherals, and ad-hoc items for staff and the other offices.

Projects & Achievements

- During accounting software changeover, generated general ledger conversion tool, converting each line item from F1 accounting system to a Xero importable file. This ensured an accurate opening balance across all accounts and budgets in the new accounting system.
- Developed and implemented a new asset register which preserved historical data, simplified the updating process and improved reporting.
- Subject matter expert of CRM database during MS CRM upgrade build. Executed test script to confirm the accuracy of the upgraded system, monitored errors with and provided process support to external providers.
- Conducted an organisation-wide training workshop on the updated CRM system. Including customised training materials, prepared test environment and presented the full-day workshop.

**Evolt Pty Ltd** - *Emergency lighting manufacturer*
Jul 13 to Nov 15       Administration Officer
- Performed accounts receivable duties, including payments, bank reconciliation, raising credit notes, account statements, and late payment collection.
- Performed accounts payable duties, including credit card reconciliation, payroll, invoicing, and vendor account reconciliation.
- Used MYOB and MS Excel to generate regular reporting for management, sales representatives, and internal senior accountant.
- Monitored stock levels across several warehouses, organise transfers when required.

**Ingram Micro Pty Ltd** - *IT Distributor*
Mar 11 to Jan 13       Licensing Specialist
- Quoted licensing solutions for over 13 different vendors.
- Provided one-to-one level customer service to the company's largest customer, adhering to strict accuracy levels and rapid response time SLAs.

Apr 10 to Mar 11       Post Sales Coordinator & Order Resolution
- Processed returns for Microsoft licensing orders. Liaising between vendor and customer to finalise credit notes.
- Resolved unfinalised orders, handling payments and data entry.
- Quoted and performed order entry, and order resolution for the Microsoft Open Value program.
- Created training documents to assist incoming staff in these roles.

Aug 08 to Aug 09 - **O'Briens Gourmet Sandwich Bar** – Sandwich/Kitchen Hand

Jul 07 to Aug 08 - **Media Tree** - Stores & Café Distribution (part-time position)

Apr 05 to Apr 06 - **St Anthony's Long Day Care** - Childcare Staff

Jan 04 to Apr 05 - **I.N.F.O. Pty Ltd** - Receptionist

Aug 01 to May 02 - **Woolworths** - Checkout Operator (Casual Position)

## EDUCATION
Current | Certificate, The Coding Boot Camp, **University of Sydney**
2019 | Short Course, Foundation HTML, CSS + JavaScript, **SuperHi (Online)**
2015 | Cert IV Business Administration, **Open Colleges**

## SKILLS
Web Development

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|---|---|---|---|
| HTML | CSS | JavaScript | Node.js |
| SQL | Git | jQuery | JSON |
| API | Handlebars | Bootstrap | |

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|---|---|---|---|
| Microsoft Office Suite | Dynamics 365 | Xero | MYOB |
| Adobe Acrobat | Freshservice | Freshcaller | Trello |

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| IT Support | Customer Service | Problem Solving |