

LEAH BANKS

✉ leahb_96@hotmail.co.uk ☎ 07939 263 330 📍 London

🌐 <https://www.linkedin.com/in/leahrbanks> 🐙 <https://github.com/leahbanks> 📄 <https://leah-banks.netlify.app>

PROFILE

I am an adaptable, logical thinker with a proficiency in Javascript, HTML, CSS & Node. With a background in e-commerce and team management within a start-up environment, I have a blend of experience that allows me to communicate effectively and approach development projects from a user-centric perspective. Graduating from the industry-leading Northcoders bootcamp, I have demonstrated an ability to adapt to various tech stacks and I'm eager to join a team where I can continue to create accessible and aesthetically-pleasing web-based experiences for users to enjoy.

SKILLS

Programming Languages: HTML, CSS, JavaScript, SQL

Libraries & Frameworks: Node, Express, PostgreSQL, React, React Native, Jest, Supertest, Axios

Version Control: Git

Design: Canva, Figma, Photoshop

Project Management: Trello, Confluence, Jira, Asana

Awareness of: PHP, Python, Typescript, SASS

SELECTED PROJECTS

Portfolio Website

A collection of my recent projects, built using HTML, CSS & React and deployed to Netlify.

<https://leah-banks.netlify.app>

Through the Fog

A mobile app and interactive game with a front end built using HTML, CSS & React Native. I was responsible for developing the login and user journey for the application.

<https://github.com/leahbanks/FE-through-the-fog>

NC News

A news aggregation and comments board, built using React with a mobile-first approach and responsive layout; supported by a RESTful API built using Javascript, Node, PostgreSQL and Express.

<https://nc-news-lb.netlify.app>

EDUCATION

University of Westminster

BA Fine Art Mixed Media First Class Honours

WORK EXPERIENCE

Trainee Full Stack Developer

Northcoders

November 2022 - March 2023

- Built an end-to-end full-stack application in a team, using Agile methodologies to ensure efficiency and transparency.
- Used HTML & CSS to develop front-end web & mobile applications, translated from mock-ups and wireframes.
- Pair programmed production-ready code for back end applications, using both Functional and Object-oriented programming.
- Gained awareness of WCAG, PWAs and a mobile-first approach, using Lighthouse to improve accessibility.
- Successfully deployed applications to cloud based infrastructure using CD (continuous deployment).
- Used Express to build server endpoints & developed REST APIs using CRUD operations and TDD (Test Driven Development).

Customer Happiness Team Leader

Oddbox

April 2022 - September 2022

- Used high EQ to manage, support and train a team of 6 agents to meet weekly KPI targets; holding fortnightly and quarterly reviews.
- Used initiative to proactively handle any tech issues that arose, alerting and liaising with the relevant teams to implement solutions and minimise impact on the customer.
- Worked closely with the Product team to relay feedback on the e-commerce website, test new functionality and inform decisions on the user journey during the migration to a new subscription management system.
- Worked closely with the Tech team to manage the website's AI Chat Bot and optimise its performance.

Customer Happiness Executive

Oddbox

November 2020 - April 2022

- Addressed customer pain points with efficiency and empathy, regularly surpassing weekly KPI targets (200 tickets solved).
- Tracked customer feedback to provide excellent solutions.
- Onboarded, trained and supported junior members of the team.
- Safely managed customer data to conform to GDPR guidance.
- Worked cross-functionally within my own team and other teams using project management tools to update the status of ongoing projects and timelines.

Visitor Experience Assistant

Serpentine Galleries

June 2018 - November 2020

- Developed personable skills and acted as a first point of contact for all internal and external clients.
- Improved public speaking skills by successfully preparing and delivering exhibition tours and presentations to the public.

Further work experience is available upon request.