LEAH BANKS

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in 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, React, HTML, CSS and Node. With a background in e-commerce and team management, 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: JavaScript, Typescript, HTML, CSS, SQL

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

Version Control/CLI: Git, NPM

Design: Canva, Figma, Photoshop

Project Management: Trello, Confluence, Jira, Asana

Awareness of: SASS, Shopify, Python

PROJECTS

Portfolio Website

https://leah-banks.netlify.app

A collection of my recent projects, built using HTML, CSS & React.

NC News

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

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

Through the Fog

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

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

EDUCATION

University of Westminster

BA Fine Art Mixed Media *First Class Honours*

WORK EXPERIENCE

Full Stack Developer

Northcoders *November 2022 - March 2023*

- Used Javascript, HTML5, CSS3 React & Webpack to develop front-end web applications.
- Used Express to build server endpoints and develop REST APIs using CRUD operations.
- Pair programmed production-ready code for full stack applications, translated from briefs/requirements, designs and wireframes.
- Built a full-stack mobile application in a team, using agile methodologies to ensure efficiency and transparency.
- Utilised Git for version control best practice.
- Gained awareness of WCAG, PWAs and a mobile-first approach, using Lighthouse to improve accessibility.

Customer Happiness Team Leader

Oddbox *April 2022 - September 2022*

- Used high EQ to manage and support 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 liasing 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 2022 - April 2022*

- Addressed customer complaints with efficiency and empathy, regularly surpassing weekly KPI targets (200 tickets solved).
- Onboarded, trained and supported junior members of the team
- Safely managed customer data to conform to GDPR guidance.
- Worked collaboratively within my own team and other teams using systems such as ReTool, Confluence, Jira and Asana to update the status of ongoing projects and timelines.

Visitor Experience Assistant

Serpentine Galleries *April 2019 - November 2020*

- Developed personable skills and acted as a first point of contact for all internal and external clients.
- Gained awareness of and uploaded/sold products using the Shopify ecosystem.
- Developed public speaking skills by preparing and delivering exhibition tours and presentations to the public.

Further work experience is available upon request.