LEAH BANKS

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PROFILE

I am an adaptable, logical thinker with a keen interest in how technology can create a positive impact. With a background in Customer Happiness and the arts, I have recently completed a 13 week full-time accelerated bootcamp in Software Development - a field that combines my professional knowledge of user experience, with my passion for creative problem solving and my desire for accessibility and inclusivity within the world of tech and beyond.

SKILLS

Language: Javascript
Front End: React.js, React Native, HTML5, Cascading Style Sheets (CSS), Document Object Model (DOM)
Back End: Express.js, PostgreSQL, Test Driven Development (TDD), REST APIs, Node.js, OAuth
Testing: Jest, SuperTest
Applications/Version Control: Git, Trello, Atlassian, Jira

EDUCATION

University of Westminster   *2015 - 2018*

Fine Art Mixed Media   *First Class Honours*

Walsall College   *2013 - 2014*

Diploma in Foundation Studies in Art & Design
Merit

Heath Park School   *2011 - 2013*

A Level Art & Design   *C*
AS Level English Language & Literature   *B*
AS Level Psychology   *C*

ADDITIONAL INFORMATION

- Between September and November 2022, I undertook a career transition and self-taught basic Javascript in order to kickstart my career in Software Development.
- Between December 2017 and June 2018, I took a career break to focus on my final-year studies.

WORK EXPERIENCE

Trainee Full Stack Developer

Northcoders   *November 2022 - March 2023*

- Pair programming
- Writing production-ready code using front-end and back-end frameworks:
  - Creating web applications using React and React Router
  - Using PostgreSQL to create and seed databases
  - Creating server endpoints using Express.js
  - Utilising Git for version control best practice

NC News - Back End Project   *NC News - Front End Project*

Customer Happiness Team Leader

Oddbox   *April 2022 - September 2022*

- Managed and supported a team of 6 agents to meet weekly KPI targets, holding fortnightly and quarterly reviews
- Proactively handled any issues that arose, alerting and working with the relevant teams to implement solutions and minimise impact on the customer
- Worked closely with the Tech team to manage the website's AI Chat Bot and optimise its performance
- Worked closely with the Product team to relay feedback on the website, test new functionality and inform decisions on the user journey during the migration to a new subscription management system

Customer Happiness Executive

Oddbox   *November 2022 - April 2022*

- Addressed customer complaints and queries with efficiency and empathy
- Regularly surpassed weekly KPI targets (200 tickets solved)
- Managed and updated online FAQs to improve user experience and streamline customer contact
- Safely managed customer data to conform to GDPR guidance
- Worked collaboratively with other teams using systems such as ReTool, Atlassian and Jira

Visitor Experience Assistant

Serpentine Galleries   *April 2019 - November 2020*

- Acted as a first point of contact for all visitors and internal staff
- Collected and documented visitor feedback to improve service
- Visual Merchandising

Gallery Host

Serpentine Galleries   *June 2018 - April 2019*

Customer Service Assistant

Tesco   *June 2016 - December 2017*

Further work experience is available upon request.