MELISSA REAL

Passionate about learning, cakes, development, handstands, science facts, travelling, cyber security, breakfast

CONTACT

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< LINKEDIN >
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EDUCATION

MSc COMPUTING AND INFORMATION SYSTEMS
Queen Mary University of London
2015-2017
2:1

Ba POLITICS AND INTERNATIONAL RELATIONS
University of Westminster
2010-2013
2:1 Honours

OTHERS:
Akamai Web Performance Foundations
AWS for Data Science;
System Administration with Linux Foundation Cert. Exam
Agile Product Owner Techniques;
FlatIron School online web development [ongoing]

News UK - PRESENT
Digital Operations Specialist - NOV 2015 – AUG 2017

- 2nd/3rd Line support to all digital products of the Sun, The Times & The Sunday Times.
- Working closely with 3rd line DevOps;
- Performing redirects, DNS changes, AWS monitoring;
- Assisting with digital release management;
- Managing Remedy force incident queue;
- Creating JIRA tickets to allocate workload to development teams;
- Managing Salesforce related issues, fixing or escalating these;
- Creating detailed Standard Operational Procedure documentation to guide peers in incident resolution;

News UK
Production Operations Specialist - NOV 2015 – AUG 2017

- Second line technical support for the Sunday Times, The Times and The Sun editorial teams;
- Monitoring production systems;
- Salesforce accounts handling and subscription management;
- Support all new and existing products relevant to Production Ops, training new staff and offshore team;
- General systems maintenance, creating Wordpress accounts, completing redirects, amongst others;

News UK
Junior Analyst – AUG 2015 – OCT 2015

- Floor-walking, assisting users with fixing technical issues in Méthode (an EidosMedia software product);
- Early life support for the Irish edition of the Times and Sunday Times IOS products;
- Gathering user data and performance statistics;

Chambers and Partners
Legal Writer and Researcher - AUG 2014 – AUG 2015

- Minute-taking meetings in multiple languages;
- Interviewing law professionals and clients;
- Writing editorial sections for the Chambers Latin America and Global Guides;

Mash Staffing
Brand Ambassador - JUNE 2014 - (occasional, part-time)

- Conference hostess, mixologist; general promotional activities; Brand Ambassador in various sampling, data capture and brand awareness campaigns;

Foodity / Constant Commerce
Graduate Data Admin - AUG 2013 – AUG 2014

- Manipulating data, matching it to CMS systems;
- Analysing client data to produce reports with improvement recommendations;
- Testing various live and soon to be live interfaces, finding bugs, reporting issues to the development team;