

# MONICA THOMAS

## Junior Full Stack Software Developer

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### Executive Summary

I'm a Junior Developer, currently enrolled in a Full Stack Software Development Diploma and I am excited to pursue an entry into the tech industry. I have an extensive background in customer communications and service from a long career in spa and people management. This has given me strong client service skills with a logical and adaptable approach to working. I'm positive, ambitious, and resourceful!

### Education

October 2024 - Present

Code Institute

Dublin, Ireland (Remote)

Diploma in Full stack Software Development (Accredited by the University West of Scotland)

### Technical Skill Set

Technologies	Databases	Frameworks	Version Control + Additional skills
HTML5 CSS3 JavaScript Python	MongoDB MySQL PostgreSQL SQL	Django jQuery Bootstrap Tailwind CSS	Git Github Heroku Agile UX Design

### Portfolio Projects

- **Working Hours Tracker** - A Python programme to calculate how many hours you worked in a day, minus unpaid breaks and track how much you are due to be paid in a month. Technologies used - Python. **Heroku** - <https://monicas-pay-tracking-app-348a8c0c9dda.herokuapp.com/>
- **Monica's Meditation Corner** - Static website for people interested in learning about meditation. Technologies used - HTML5, CSS. **GitHub** - <https://github.com/monicathomas8/Meditationspace-P1.git>
- **Friends Quiz** - Quiz style application using JavaScript. Technologies used - HTML5, CSS, JavaScript. **GitHub** - <https://github.com/monicathomas8/quiz-game-p2.git>

### Current Role & Key Milestones *that have equipped me with a strong set of transferable skills.*

December 2020 - Present day

Freelance Skin and Massage Therapist

Berkshire, UK

Ongoing work during career breaks.

- **Customer Service & Client Management** - Deliver exceptional customer service and manage clients expectations.
- **Health & Safety**: Adhere to all health and safety regulations, maintaining a clean and sterile working

environment.

- **Attention to Detail** - Maintaining site and client standards. Working within the correct time frames. Delivering outcomes that leave an impression on the client.

May 2022 - Feb 2024      Site Manager      Luminis Wellness and Beauty Spa      London, UK

I was responsible for overseeing and improving the company's flagship spa.

- **Staff Supervision & Team Leadership** - Overseeing a team of 6+ members, creating training plans and performance management,
- **Time Management & Scheduling** - schedule shifts, manage appointments, ensuring deadlines are met, managing the day to day live scheduling system for the site.
- **Customer Service & Client Management** - As a key communicator with clients, staff and other departments, the ability to communicate clearly and effectively was imperative. Dealing directly with guests, ensuring that their needs are met efficiently and within the company's scope of practice.
- **Problem-Solving & Complaint Handling** - Handling guest complaints and solving issues on the spot. Running a full Investigation of internal, technical, and/or people related complaints/errors and providing a workable outcome/work around that can be implemented within the company.
- **Data Entry & Reporting** - Monitoring and maintaining customer data, reporting guest feedback, creating detailed reports including analysis of sales/productivity for the company Director and senior management. Usage of booking systems, CRM tools, and software for guest management.
- **Workflow Optimization** - Managing multiple tasks simultaneously, such as overseeing staff, handling customer queries, and coordinating service.s. Ensuring smooth front desk operations required attention to detail on each step of the client journey.

May 2016 - December 2020      Contact Center Developer      Premier Laser And Skin      London, UK

I developed from the ground up a contact center to streamline all new business into the company's 9 sites. After development, I managed the department.

- **Design and Development** - Using UX and UI design to build an inhouse contact center, to generate sales, collect customer data and offer an outstanding customer experience.
- **Technology & Process Optimization** - Implement and manage customer relationship management (CRM) software and other digital tools to enhance customer service efficiency. Use of analytics and reporting tools to monitor call volumes, response times, and other performance metrics. Identify areas for automation and implement technology-driven solutions (such as chatbots or AI-driven customer service tools) to improve response times and reduce workload.
- **Data-Driven Decision Making** - Analyze customer service data to identify trends and opportunities for process improvement. Provide regular reports to senior management on contact center performance, customer feedback, and proposed improvements. Use data insights to forecast customer demand and adjust staffing levels accordingly.
- **Collaboration & Cross-Departmental Communication** - Provide feedback to the clinic teams based on customer feedback and identified pain points. Work directly with IT support, marketing and operations teams to ensure that the contact center has the tools and support it needs to succeed.
- **Operational Management** - Oversee day-to-day operations of the contact center, including scheduling, shift management, and resource allocation. Ensure the contact center met or exceeded our SLAs and KPIs such as average handling times (AHT), first contact resolution (FCR), and customer satisfaction (CSAT). Manage budgets and control costs to ensure efficient use of resources.
- **Customer Experience Management** - Monitor and assess the quality of customer interactions, ensuring that calls and inquiries are handled efficiently and with the highest level of professionalism. Handle escalated customer complaints and ensure swift resolution of issues. Develop and implement strategies to improve customer satisfaction and increase net promoter scores (NPS).
- **Team Leadership & Staff Development** - Recruit, train, and manage a team of contact center agents. Set performance objectives and conduct regular evaluations to ensure team members meet customer service standards. Develop training programs to continually enhance the team's skills in handling customer inquiries and resolving issues.

## **2016 - 2018 Charity work**

### **Ambassador for the ONE campaign**

ONE is a campaigning and advocacy high-energy and fast-paced global team taking action to end extreme poverty and preventable disease. Ambassadors lobby political leaders in world capitals. Pressing governments to deliver change that will improve the lives of millions of people living in extreme poverty. Also run cutting-edge grassroots campaigns to raise public awareness. ONE pressures governments to do more to fight AIDS and other preventable, treatable diseases in the poorest places on the planet., to empower small-holder farmers, to expand access to energy, and to combat corruption so governments are accountable to their citizens. We would spread positive and peaceful messages, meet with government officials in our constitutions, HoP and local events.

## **Certificates/Courses**

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Level 4 PTLLS

AS level - Drama

GCSEs - English, English Lit, Maths, Drama, Technology.

## **Additional Information/Interests**

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I am currently working on building my portfolio website.

Regular engagement on Slack tech forum and use of Google meetings.

## **Languages**

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English

Fluent

References available on request.