Madeleine Williams

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I am a self-taught full-stack software developer and have been developing my coding skills for over a year. My code experience is predominantly in Javascript and Python and SQL. After leaving university where I studied French and Italian, I have worked in various customer-facing roles in customer-service, hospitality and retail that have all contributed to my collaboration skills and my understanding of putting customer needs first. In 2020, I decided to take the plunge and started learning how to code full-time in order to become a software developer. I decided on this career change because I am interested in how software development has the potential to bring logic and creativity together to solve problems. I am highly driven to build a career that will enable me to deliver my best work, while giving me the opportunity to learn and improve.

**Skills:**

Over the past year, I have been creating projects with the following:

Javascript, Flask, CSS, HTML

Python

SQLite, SQL

Rest API, HTTP

Postman, Pytest, Jest, Unit Testing

Version control, Github

Agile methodology, Jira, Trello

This year, I have taken a number of courses at my local college; I completed a course in Python Programming, another on Advanced Databases with SQL and I am currently enrolled on a Microsoft Azure Fundamentals AZ-900 course to develop my knowledge of cloud services.

I have excellent verbal and written communication skills thanks to my Modern Languages degree and experience working in customer-facing roles. I am comfortable liaising with stakeholders of varying seniority. This has helped me to maintain relationships with customers, colleagues and do my work to the best of my ability.

My roles in retail and hospitality require me to be a flexible worker, adapting to changing locations, departments and responsibilities when required. In my current role, I have worked as a front-of-house hospitality waiter, box-meeting host, bar staff and also back-of-house set-up and clean-up staff member and kitchen porter.

**Projects:**

I have included a few of the projects that I have been working on over the last year:

**Spotify API Application**

* An ongoing project that connects to the Spotify API using the Python library Spotipy. Uses Python functions to get data; manipulates JSON responses to extract data which is stored in Pandas dataframes. I intend to use this data to make interesting observations on my Spotify usage, such as confirming if a song appears more than once in my playlists. If a song is repeated a number of times, the song will append to a playlist of repeated songs.

**E-commerce Plant Shop**

* A full-stack e-commerce application that displays the plant stock from a plant shop from the database via a Python REST API. Front end is a dynamic user-interface using HTML/CSS and JavaScript scripting. In the back end I have a Python REST API running with Flask and a SQLite database. I have used the HTTP protocol to link up my front end to my backend. The responses from my HTTP requests return to provide a visual representation of available stock and the ability to add to or remove plants from a functional basket. To test my REST API, I manually tested HTTP routes using Postman and later replaced it with a fully automated test suite using the Pytest framework and a test database that was used as a mock. I wrote functional unit-tests with Pytest to check every function worked as expected. This resulted in a fully-tested and operational backend that allowed communication between the REST API and the database.

**Noughts & Crosses**

* A dynamic vanilla JS game that allows two users to play a game of noughts & crosses on an interactive grid. The user-interface of my application was created with HTML and styled with CSS. I used JavaScript for client-side user-interactivity so that the CSS and HTML could change depending on gameplay, scoring, winner announcements and re-starting the game. The application uses configurable animations from external libraries to dynamically provide user-feedback.

**Work Experience:**

*Hospitality Assistant, Compass Group* October 2017-present

Delivering high-quality customer service with attention to detail, serving guests food and drink in hospitality suites both individually and as part of a team. I regularly aim to ensure that customer needs are met and expectations exceeded. I am flexible and adaptable with both customers, other employees and my work-environments and responsibilities. These skills have proven to benefit both the customer, internal stakeholders and the overall reputation of the company.

*Customer Operations Agent, Capital on Tap* February-March 2020

This role required excellent communication skills and problem-solving skills. It was my responsibility to actively listen to customer queries and issues and respond effectively and helpfully by delivering appropriate solutions to customers. I used Jira to write and receive tickets, and Slack to communicate with departments, such as IT.

*Supermarket Assistant, Waitrose & Partners* October 2018-March 2019

Delivering excellent customer service by advising and serving customers, handling cash and card transactions. Using stock databases to ensure correct replenishment and display of stock.

**Education**

First-Class Honours Degree in French and Italian, *Cardiff University*

A Levels: French, English Literature, History (BBB), *St Alban’s RC High School*

12 GCSEs A\*-C (including English and Maths), *Abersychan Comprehensive School*