

Over a decade of experience in Higher Education, specifically in the disability sector. Seeking to obtain meaningful, hands-on experience and develop skills to launch a new career in tech. Passionate about diversity, inclusion and accessibility. Excited to expand current skillset and apply diverse transferable skills in a new industry.

WORK EXPERIENCE

Compliance Admin / Disability Officer Bournemouth University, UK

12/2016 - Present

Responsibilities

- To lead a team and manage the process of reclaiming and maximising funding available to the service.
- To develop and maintain processes that enhance responsiveness, while ensuring compliance to frameworks, statutory legislation and regulations.
- To liaise with internal and external auditors.
- To produce monitoring and statistical reports, identifying opportunities for more effective practices and risks, making recommendations to management, contributing to continuous service improvements.
- To streamline processes and participate in cross-departmental exercises utilising LEAN methodology.
- To provide regular training to ensure service excellence.

Worth Mentioning : I facilitate drop-ins on Assistive Technology and freeware (end-user perspective), I am an educator at heart and enjoy sharing knowledge and empowering students to become independent learners.

During Covid-19, I mentored colleagues during the transition to remote working, enabling the service to operate "business as usual" during an overnight transformation of working practice.

Administrator (Additional Learning Support) Bournemouth University, UK

07/2012 - 12/2016

Responsibilities

- To provide administrative support to the service, processing Disabled Students' Allowances (DSA) applications, claim government funding.
- To maintain accurate records and data input.
- To assist in producing statistical reports.
- To oversee general enquiries (e-mail, phone and in-person).
- To facilitate transition to a new student records system and minimise impact on day-to-day work while information was migrated.
- To adapt processes to accommodate significant legislation changes, and develop a framework that remains the backbone of current practices that are auditable.

EDUCATION

PGDip, Technology Enhanced Learning Bournemouth University, UK

09/2018 - 01/2019

PGCert Education Practice Bournemouth University, UK

09/2017 - 06/2018

Distinction

BSc (Hons) Forensic and Crime Scene Science Bournemouth University, UK

09/2007 - 06/2010

Merit

Nursing Piaget Institute, Silves, Portugal

09/2004 - 12/2006

Attended +2 years of a 4 year "Licenciatura" (BSc(Hons) eq.)

Information Technology/Computer Science Escola Secundária Júlio Dantas, Lagos, Portugal

09/2000 - 08/2004

Diploma "Ensino Secundário" Professional Qualification Level 3 in IT

Some of the subjects covered:

- Maths
- C++
- SQL
- autoCAD
- Web Design
- Physics
- VB
- MS-DOS
- MS Office
- Psst! I'm a bit out of practice, but what do they say about riding a bike?! :)

RECENTLY

Introduction to Data & SQL (03/2022 - 05/2022)

Sponsored by GCHQ. Code First Girls.

Introduction to Web Design, HTML, CSS, Javascript (09/2021 - 11/2021)

Sponsored by Just Eat. Code First Girls.

Crash Course Python (06/2021 - 08/2021)

Google, Coursera

Using Python to Interact with the Operating System (11/2021 - Present)

Google, Coursera

Google IT Automation with Python - Professional Certificate (06/2021 - Present)

Google, Coursera

WORK EXPERIENCE

Resources Coordinator

Bournemouth University, UK

11/2011 - 07/2012

Responsibilities

- To manage, coordinate and train the team of Education Access Assistants (a team of over 50 individuals).
- To timetable using Facility CMIS, matching students to support workers.
- To produce tailored reasonable adjustments recommendations, ensuring dissemination across relevant parties.
- To test and procure assistive technology to enhance student experience and content accessibility.
- This role was made redundant due to service restructure. Despite moving to the admin team, I carried on performing some of these tasks.

Education Access Assistant

Bournemouth University, UK

09/2010 - 11/2011

Responsibilities

- To provide one-to-one support to students with learning differences and disabilities.
- To develop strategies to provide a level playing field for all students.

Firefighter

Lagos, Algarve, Portugal

01/2001 - 03/2008

Responsibilities

- To attend to emergency call-outs to include, but not limited to: firefighting, be part of the ambulance driver/crew, rescue and "Jaws of Life".
- To operate radio and comms, dispatching and coordinating the fleet in junction with the duty chief.

Worth Mentioning : During down-time, I built a database using MS Access to manage the Fire Department's Fire Extinguisher Maintenance Services. The DB was used for many years, until a more robust IT solution was sought.

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I always worked night/graveyard shifts in order to accommodate my studies during the day. I moved to the UK in 2007 but carried on as a volunteer for a year.

LANGUAGES

English

Full Professional Proficiency

Portuguese

Native

Spanish

Limited Working Proficiency

Japanese

ABC Diploma in Listening/Speaking

OTHER QUALIFICATIONS

Fellow of the Higher Education Academy (06/2018 - Present)

Advance HE

- International recognition of a commitment to professionalism in teaching and learning in higher education; demonstrates that practice is aligned with the UK Professional Standards Framework (UKPSF).
- Able to provide evidence of effectiveness in teaching and supporting learning roles, demonstrating broad understanding of effective approaches to learning and teaching, a key contribution to high quality student learning

Specialist Study Skills / Specialist Mentor (Autism Spectrum Conditions) (02/2021 - Present)

National Autistic Society

- Autism and SPELL in Higher Education
- Qualified to provide Non-Medical Helper support to students funded through Disabled Students' Allowances (DSA).

SKILLS

Detail-oriented

Quick Learner

Curious

Educator

Resilient

Firefighter

Problem-solver

Improvisation

Flexible & Adaptive

Metacognition

Neurodiverse

STILL LEARNING

Python

Visual Studio Code

GitHub

Java

HTML & CSS

Javascript

SQL

Big Data

INTERESTS



Gaming



Formula 1



Food



Documentaries



Mentoring



Drawing



Storytelling