

Paige Godwin

Contact Information

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Profile Summary

As an experienced customer service professional, I've spent 8 years immersed in understanding customer needs and finding a way to meet these. I've witnessed first-hand where processes or systems have let both the customer and colleague down. Driven by my desire to seek out where I can make a meaningful impact on improving and enhancing the customer experience, I recently embarked on a reskill journey as a software engineer. As I continue to develop and embed these skills, I'm seeking an opportunity to contribute to a team focussed on delivering customer focussed solutions.

Tech Stack

- HTML & CSS
- JavaScript
- ReactJS
- Java
- Spring
- Databases with MySQL
- Testing with Selenium
- GitHub

Key skills

- Communication
- Collaboration
- Leadership
- Problem Solving
- Adaptability

Experience

Full Stack Software Engineer Reskill (Secondment)

November 2023-Present

- Completed 12 weeks reskill training in full stack development, supplementing my learning with further independent research
- Collaborated in groups and pairs, to deliver several projects, focussing on front end, back end and testing
- Adopted an agile scrum methodology actively taking part and leading sprint planning, daily stand up's, sprint reviews and retrospectives
- Utilised a variety of internal and external resources to problem solve and build more complex applications

Team Manager – Fraud and Disputes

February 2023-November 2023

- After my previous secondment ended due to a restructure I utilised the opportunity to gain new skills, opting to train in Fraud, taking on additional responsibility of approving high value cases of up to £10,000
- Adapted quickly to the new skills and supported a new team to competency remotely, keeping colleagues engaged by running "Fun Friday's"

Business Analyst - Homeworking Controls (Secondment)

October 2021-February 2023

- Independently managed approx. 60 new cases a month of criminal and financial vetting for all prospective homeworkers in consumer relationships, managing my time effectively to conduct interviews and process the data to complete cases within SLA

- Identified issues with colleague understanding of the vetting process and reshaped all communications, reducing colleague queries entirely
- Identified a population of colleagues who did not have valid vetting in place and were in breach of the agreed risk controls, informing senior stakeholders and creating and leading a project to ensure compliance, implementing further guidelines to reduce breaches
- Proactively shadowed other colleagues within the team and progressed to support with the wider activities of onboarding new homeworkers
- Built a network of relationships with stakeholders across office locations to facilitate continuous communication on progress and enable outstanding actions to be chased
- Confidently presented a business case to senior stakeholders to increase FTE in the team
- Gathered evidence and data to support a second business case to remove the outdated vetting requirements, resulting in a reduction in onboarding time from 6 weeks to 2 weeks
- Managing additional projects resulting in 100% increase in workload, collaborating closely within our small team to ensure all deadlines were met

Team Manager – Banking

December 2018-November 2023

- Lead several new teams to competency, building a team culture to drive performance and reduce absence
- Coached and mentored aspiring team managers to build the required skills to progress into the role
- Embraced and delivered change, influenced colleagues to ensure change landed positively and was embedded
- Monitored colleague performance and used available information to identify areas for development. Worked with colleagues to set achievable goals, regularly reviewed and adapted to changes in performance
- Took ownership of my own development and set time aside to complete any actions

Banking Customer Advisor

December 2015 – December 2018

- Communicated effectively with customers to establish their needs and find effective solutions to meet those needs
- Volunteered and was successful in becoming a “Best Bank Connector” and moderated colleague communications and to ensure the successful delivery of changes
- Became an SME in both banking and online banking, collaborating with credit card skilled colleagues within the team to improve the customer experience and reduce hand off’s to separate teams

Tesco Customer Advisor

April 2013-December 2015

Education

- *Level 3 Apprenticeship – Cardiff and Vale College – December 2019*
Senior Customer Advisor In Financial Services
- *BBB at A Level – Ysgol Gyfun Gwynllyw – August 2013*
Chemistry, Physics, Mathematics