

# SOPHIA WARREN

sophia.m.warren@gmail.com

Full stack developer in training, with a background in welfare policy and data analysis.

Interested in learning new skills, tech for good, and accessibility.

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## EXPERIENCE

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### Policy in Practice

*Senior Policy and Data Analyst | April 2022 – present*

- Policy lead for core product (Better Off Calculator), accountable for policy accuracy of codebase
- Successfully met crucial delivery deadlines such as annual benefits uprating
- Led policy side of codebase overhaul, ensuring accuracy and client deliverables were maintained during move to API engine
- Produced high-quality written analysis in response to policy developments, for audiences ranging from local authority clients to the Observer
- Helped shape team structure, processes and recruitment during scale-up of company
- Continued performing below duties at a high standard, while supporting and training new staff

*Policy and Data Analyst | 2021 –2022*

- Worked across Policy & Delivery teams, communicating policy work effectively across the organisation
- Maintained and consistently improved a complex welfare policy engine using Excel and Typescript, working to strict delivery deadlines
- Worked in Stata, R and SQL to interpret local authority data from a variety of software providers
- Found creative ways of using existing analytical tools to address new areas of interest for local authority clients and conduct ad-hoc research projects
- Supported product users, collating feedback and delivering improvements to policy engine and UI
- Kept up with policy changes and academic research to ensure products reflected policy realities

### Citizens Advice South Essex | Warm Homes Essex

*Energy Advice and Engagement Specialist | 2020*

- Provided a holistic advice service in South Essex, covering welfare benefits, debt, and energy efficiency
- Set up Warm Homes project, establishing new referral pathways by engaging with local partners
- Managed a significant client caseload, meeting ambitious monthly referral targets
- Prioritised effectively to meet emergency demand for food and fuel vouchers for vulnerable clients
- Conducted long-term follow-up work to secure the best results for clients and meet financial targets
- Worked effectively with other Warm Homes project leads, establishing new channels for collaboration
- Conducted marketing through social media, newsletters and direct engagement
- Devised innovative ways of working during pandemic, supporting others in using new technologies
- Compiled monthly reports on project activities and assisted with initial reporting data setup

### Citizens Advice Camden

*Generalist Adviser - Great Ormond Street Hospital | 2018 – 2019 (Volunteer position)*

- Managed a caseload of clients with a range of issues, including welfare benefits, housing and debt
- Worked sensitively with clients in distressing and emotional circumstances via a range of channels
- Completed complex benefit appeal submissions, interpreting detailed medical information and case law
- Maintained detailed client records via Casebook database, carefully adhering to data protection principles
- Advocated for clients on social policy matters, assisting with complaints to Ombudsmen
- Researched and created internal briefing documents on EU resettlement and benefit case law
- Completed the Certificate in Generalist Advice

### Telephone Assessor & Benefit Case Maker | 2017 – 2018 (Volunteer position)

- Efficiently conducted assessments and provided advice on a range of issues via Adviceline service
- Made appropriate referrals, maintaining a good knowledge of local support providers
- Completed detailed disability benefit claim forms for clients (ESA and PIP)
- Worked with clients through potential barriers including mental health and language difficulties
- Supported the training of new cohorts of Adviceline assessors and Benefit Case Makers
- Undertook a number of elective training courses to broaden knowledge of advice areas

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## EDUCATION AND TRAINING

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### LLB Politics, Philosophy and Law

2:1 | King's College London

### A Levels

A\*AAA | Maths, Further Maths, French & RS

### Technical training:

Software Development Bootcamp | The Developer

Academy (in progress)

Responsive Web Design | freeCodeCamp

Fundamentals of Coding | Grasshopper

### Certificate in Generalist Advice

Citizens Advice Camden

### Level 3 Award in Energy Awareness

National Energy Action / City & Guilds

### Other training:

Mental Health First Aid | InterAct

Mortgage Arrears and Repossession | Shelter

Technical Financial Capability | Citizens Advice

Research and Campaigns | Citizens Advice

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## VOLUNTEERING

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- *Warwickshire Young People's Project Board*: helped develop educational website, lesson plans for use in schools, and county-wide public information campaign. Attended multi-agency meetings to inform policy.
- *Citizens Advice*: 2 years as a volunteer adviser - see "Experience" section, with Citizens Advice Camden
- *Southend in Transition*: assisted with maintenance of community garden for use as therapeutic and social space

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## SKILLS AND INTERESTS

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### Skills

Proficiency with:

- JavaScript
- HTML/CSS
- SQL
- Stata
- Excel
- All other Microsoft Office and Google software

Some knowledge of:

- R
- Typescript
- Tableau
- Git
- AWS

### Languages

Intermediate proficiency in French

Basic German

### Music

Pianist (Grade 7)

Guitarist (Grade 6)

Vocalist and songwriter