SOPHIA WARREN

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Quick, curious and enthusiastic learner. Full stack developer with a background in welfare policy. Looking for entry-level software development roles, to build on my existing skills and hopefully gain some new ones. My interests include accessibility, data analysis and engineering, and "tech for good". Long-term, I would love to be able to help solve social or environmental problems using my technical expertise.

SKILLS

TECHNICAL

Proficient in:
- MongoDB & Express
- React & Next.js
- Node.js
- TypeScript
- SQL & PostgreSQL
- HTML/CSS & Tailwind CSS
- JavaScript
- Git & GitHub
- Stata
- Excel & Microsoft Office
- Agile working

Some knowledge of:
- R
- Tableau
- AWS
- Software testing

Learning:
- Python
- Django

SOFT SKILLS
- Writing for technical and non-technical audiences
- Problem-solving
- Communication

OTHER SKILLS & INTERESTS
- French (intermediate)
- Basic Greek
- Pianist (Grade 7)
- Guitarist (Grade 6)
- Vocalist and songwriter

EXPERIENCE

POLICY IN PRACTICE | 2021 – 2023

SENIOR POLICY AND DATA ANALYST

- Responsible for maintaining a complex policy engine used to power a public-facing software product. Led policy and testing side of Typescript codebase overhaul, ensuring accuracy and client deliverables were maintained as engine was transitioned to an API.
- Designed and conducted analysis modelling policy impact, using Excel, SQL and Stata. Produced high-quality written work for audiences ranging from local authority clients to the Observer.
- Led on key delivery tasks such as annual benefits uprating, ensuring team worked together to meet crucial deadlines. Helped shape team structure, processes and recruitment during scale-up.

POLICY AND DATA ANALYST

- Supported software users, collating feedback and delivering improvements to policy engine and UI of product.
- Worked in Stata, SQL and R to interpret local authority administrative data.
- Maintained and consistently improved complex welfare policy engine using Excel and Typescript, meeting strict delivery deadlines.

CITIZENS ADVICE SOUTH ESSEX | 2020

ENERGY ADVICE AND ENGAGEMENT SPECIALIST

- Set up Warm Homes project, engaging with local partners to establish new referral pathways.
- Managed a substantial client caseload, prioritising to ensure emergency demand for food and fuel vouchers met during pandemic.
- Assisted the organisation to set up and utilise new technology for internal communications and data reporting.

CITIZENS ADVICE CAMDEN | 2017 - 2019

GENERALIST ADVISER (VOLUNTEER)

- Completed complex benefit appeal submissions, interpreting detailed medical information and case law.
- Maintained detailed records for a caseload of clients via Casebook database, carefully adhering to data protection principles.
- Worked sensitively with clients in distressing and emotional circumstances.

ADVICELINE ASSESSOR AND BENEFIT CASE MAKER (VOLUNTEER)

- Efficiently conducted telephone assessments and provided advice and signposting on a range of issues.
- Completed claim forms for clients, working through potential barriers including mental health and language difficulties.
- Supported the training of new cohorts of advisers.

EDUCATION & TRAINING

SOFTWARE DEVELOPMENT BOOTCAMP
THE DEVELOPER ACADEMY | 2024

LLB POLITICS, PHILOSOPHY AND LAW | 2:1
KING'S COLLEGE LONDON | 2019

A LEVELS | A*AAA   **GCSES** | 12 A*S

OTHER TRAINING:

- Responsive Web Design Certification | FreeCodeCamp
- Fundamentals of Coding | Grasshopper
- Certificate in Generalist Advice | Citizens Advice
- Level 3 Award in Energy Awareness | NEA/City & Guilds
- Mental Health First Aid | InterAct