

Madrid

## About

I'm a detail-oriented administrative professional, who excels in roles requiring both customer service and organisational precision. With a knack for meticulous task management and a customer-centric approach, I am committed to ensuring operations run seamlessly.

## Education

**Professional Diploma in UX Design**  
UX Design Institute, 2022 - 2023

**Software Engineering Bootcamp**  
Manchester Codes, 2020 - 2021

**Public Relations, BA (Hons) - 2.1**  
Leeds Beckett University

## Skills

Organisation	Adaptability
Communication	Tech-Savvy
Time Management	Customer
Detail-Oriented	Service
Problem-Solving	Confidentiality
	Initiative

## Tools

Microsoft Word	Google Suite
Microsoft Excel	Slack
Microsoft Outlook	Dropbox
Microsoft PP	We Transfer
Microsoft Teams	

## Experience

### Student Onboarding Administrator

Salford University | June 2023 - December 2023

- Delivered a front-line professional service at the School Office, ensuring an exceptional customer experience for visitors and providing comprehensive support for student onboarding.
- Collaborated with Student Administration and Professional Service colleagues to oversee all aspects of the student journey.
- Supervised the process for receiving placement uniform and onboarding documents.
- Collaborated with relevant colleagues to manage and support the administration of placement activities.
- Assisted in student-facing procedures and provided advice on quality standards and compliance with regulations and procedures.
- Generated management information reports as requested by the Onboarding Manager and/or Programme Leaders.
- Collaborated with other Programme Administrators, Student Administration, and Placement Team to ensure efficient program administration.
- Fostered a dynamic team approach within the School Office, working effectively as a team member and supporting colleagues in their absence.

### Junior UX/UI Designer

Banc Digital | February 2023 - April 2023

- Tested client websites to identify functionality issues and provided detailed feedback to software developers.
- Conducted website audits, presenting clients with a comprehensive compilation of pros and cons.
- Developed a standardised boilerplate outlining the website audit process.
- Created low and mid-fidelity wireframes for desktop and mobile platforms, covering 20 screen states, using Figma.

### Digital Project Administrator

Northern Care Alliance | December 2021 - December 2022

- Creating step-by-step guides for users and distributing throughout the Trust.
- Central point of contact for migration project inbox, responding to requests and contacting users as needed.
- Contributing to collaboration sessions via Teams.
- Collating and processing data.
- Responsible for creating, collating and maintaining various spreadsheets and monitoring project progress.