

Rufaro Ndhlovu

York

farohanna@gmail.com

+44 7856 511825

Enthusiastic Junior Front-End Developer with a versatile background spanning nearly 4 years in administrative roles. My experience navigating fast-paced environments and taking on analytical responsibilities has honed my problem-solving and research skills. I've transitioned seamlessly into web development, leveraging my capacity to craft meticulously documented processes, analyze data, and conduct research vital to effective solutions.

Currently immersed in a full-stack developer bootcamp, I'm bolstering my technical acumen and hands-on expertise in crafting web applications. My proficiency in organizational dynamics and time management ensures that I deliver high-standard work. My communication aptitude, showcased through concise and engaging written content, facilitates seamless collaboration with teams and clients.

My insatiable appetite for learning, coupled with an inherent team spirit, positions me as a candidate eager to thrive in your junior front-end developer role. My energetic approach and commitment to crafting exceptional web experiences make me a valuable asset to your team's vision of innovation and excellence.

Work Experience

People Services Officer

UK Government - Food Standards Agency - York

May 2023 to September 2023

- Managed the FSA's staff reward and recognition scheme, processing awards and maintaining records.
- Acted as a single point of contact for third-party benefits supplier, handling joiner and leaver reports.
- Provided administrative support to the People Services Team and wider directorate.
- Collaborated with stakeholders to ensure accurate and up-to-date reports, including health, safety, and wellbeing.
- Assisted in project work, supporting the delivery of the new HR and Payroll system.
- Contributed to continuous improvement of HR systems and policies.
- Maintained documents, records, and data to agreed procedures and standards.

Business Administrator

Inclusion Housing - York

August 2020 to March 2023

Business Administrator:

- Provide prompt and satisfactory customer service through email and phone communication.
- Handle and resolve customer inquiries and issues efficiently.
- Maintain accurate and up-to-date records of all jobs and resolve anomalies.
- Prepare error-free tenancy documents and keep sensitive information confidential.
- Consult with insurance companies to ensure timely renewal of property certificates.

- Create tenancy agreements using data from multiple sources while minimizing errors.
- Achieve a 90% accuracy rate in tenancy documents.
- Participate in training programs to enhance customer service skills.
- Stay up-to-date with industry developments and best practices.
- Processing invoice payments provided by different contractors.

Business Analyst Cover:

- Analyze data from multiple departments and stakeholders to identify trends and changes.
- Provide detailed feedback based on data analysis.
- Make inferences and recommendations based on data trends and changes.
- Improve process efficiency.
- Enhance decision-making through data-driven insights.
- Produce detailed reports and forecasts.
- Use visual representations to effectively communicate data insights.
- Collaborate with department managers to understand their data requirements.
- Work closely with stakeholders to ensure that reports are sent to the correct parties.

Client Administrator

Bransby Wilson Parking Solutions Limited - York

July 2019 to August 2020

- ❖ Answering calls from clients and drivers offering advice and information
- ❖ Maintaining and exceeding 80% client response rates for monthly client surveys.
- ❖ Overseeing iPad system set ups for different sites and ensuring that any system issues are addressed, and instructions provided for ongoing maintenance and issues that arise.
- ❖ Processing BACS and cheque payments.
- ❖ Completing time and data sensitive projects.
- ❖ Contributed to team success by completing jobs quickly and accurately.
- ❖ Learned all required tasks quickly to maximize performance.
- ❖ Consistently managed client needs through direct contact resulting in positive client responses through monthly client reports.
- ❖ Worked closely with management to keep best levels of communication for the effective and efficient completion of client needs.
- ❖ Responsible for creative design for prominent signs for the various sites throughout the UK, both existing and new.
- ❖ Supplied strong diligence, exemplary customer service and team-player attitude.
- ❖ Drove client feedback to deliver information to management for corrective action.

Education

Diploma of Higher in Education

The Open University

September 2021 to Present

Bootcamp in Full Stack Development

ITCareerSwitch - London

September 2021 to Present

GCSE

All Saints R.C Secondary

September 2019 to September 2020

Skills

- Redux
- CSS
- GitHub
- React
- Responsive web design
- JavaScript
- Git
- jQuery
- HTML5
- Customer service
- Microsoft Office
- Node.js
- Express.js

Links

<https://github.com/rufaro-ndhlovu>

<https://www.linkedin.com/in/rufaro-ndhlovu-3a7392bb>