

# Ruth English

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## Personal Profile

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I have recently completed a full time, 12 week Software Bootcamp with Just IT. The modules/tech stack covered include Front End and Back End software development, how to develop web based applications and database design, HTML, Python, JavaScript, CSS, API integration and the use of DOM. I have worked beyond the course material during studying with Just IT to integrate JSON in a currency converter project. I am establishing a freelance web design network, starting with two local small businesses. I am also undertaking further online courses in different and more advanced topics such as android app development.

I am experienced in working within team environments in multiple sectors: sales & retention, financial admin and hospitality, as well as at University and during the Software Bootcamp. When appropriate I take the initiative to work independently. In all settings, I achieve performance goals. I have great interpersonal skills, which are well adapted to busy and pressured environments. I achieve deadlines and time keeping targets. I have also trained my problem solving mindset beyond education - offering customers solutions from new technologies available for sale, advising customers on the appropriate procedures they should follow or by explaining the full range of what the company offers and explaining alternative options.

I am passionate about starting a career in technology or software and am looking for an entry level or junior role which can develop my knowledge and experience.

## Key Skills

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**Technical Skills:** VS Code, HTML, CSS, JavaScript, JSON, MySQL, Python. Developing Web based projects, use of CSS and JavaScript, creating and linking software to databases and creating relational databases.

**Soft Skills:** Verbal and written communication to individuals and groups. Interpersonal and listening skills. Scientific writing. Troubleshooting, problem solving, analytical and technical thinking. Group collaboration, task prioritisation and time management. Organisation, delegation and teamwork. Adaptability, team building, task training and research. Complaints handling and decision-making.

## Training and Education

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**08/24-Present**

**Just IT Training Ltd, London (Remote from Newcastle upon Tyne)**  
**Digital Skills Bootcamp: Software Development**

A twelve-week intensive bootcamp covering the fundamentals of Software Development.

- Introduction to HTML and CSS
- Introduction to JS/Advanced JS/JSON
- Introduction to MySQL Database Design
- Introduction to Python
- Developed a portfolio of HTML, CSS, JS and Python projects

**09/09-06/12**

**Newcastle University, Newcastle upon Tyne**

**Applied Biology BSc (Hons) 2:2**

**Core Modules:**

Genomics, Biotechnology, Cell Biology, Microbiology, Biology Communication and Business for the BioScientist

**Final Year Project:**

*"Biological Information Project"* – Used Microsoft Office to develop informational media suitable for a museum exhibition, aimed at the

general public. The informational media broke down the complex topic of eusociality and explained the part it played in the evolution of ant communities.

**09/06-07/08**

**A Level:**

**Emmanuel College Sixth Form, Gateshead (Tyne and Wear)**

English Literature (A), Biology (B)

**09/04-07/06**

**GCSE:**

**Emmanuel College Secondary School, Gateshead (Tyne and Wear)**

13 A\*-C grades in subjects including Maths and English (4A\*s, 5As and 4Bs)

## **Employment History**

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**02/24-Present**

**Volunteer Shop Assistant**

**British Heart Foundation Vintage Clothes, Newcastle upon Tyne & Oxfam Music and Books, Newcastle upon Tyne**

- Handling till transactions (using the item coding system to process and log each customer purchase).
- Assisting customers with queries, handling requests for high value items.
- Keeping high value display cabinet and changing room keys.
- Organising and coding stock to be ready for the shop floor. Presenting and displaying shop floor stock arrangements. Making the displays as accessible and appealing as possible.
- Improving customer experience by providing guidance and collecting donations for different campaigns (achieving a very high success rate for extra donations with purchases).

**01/22-08/24**

**Long term illness**

- Sadly, after some time of being affected whilst working, it was necessary for me to take time off work due to illness. I am now fully recovered and ready to return to work.

**12/21-01/22**

**Cocktail Bartender**

**Passing Clouds, Newcastle upon Tyne**

- Learning to create advanced cocktails. Responsible for maintaining a well organised, well stocked and clean work area, as well as a clean and welcoming customer environment.
- Processing cash and card transactions.

**01/20-12/21**

**Bartender and Hospitality Assistant**

**JD Wetherspoons, Quayside Newcastle upon Tyne**

- Taking orders for, preparing and serving cocktails, pints, spirits and soft drinks.
- Adapting to busy periods, providing extra help serving food orders to tables.
- Ensuring a fresh supply of clean glasses were always available. Maintaining a clean and well organised working area.
- Welcoming and signing customers in during Covid.

**11/19-12/19**

**Events Receptionist (Seasonal Temp)**

**Lane 7 Bowling, Karaoke and Games Bar**

- Welcoming customers and providing them with bowling equipment. Using the events management software to update and create new bookings.
- Taking cash and card transactions in person, online and over the phone.

**07/19-08/19**

**Hospitality Assistant (Maternity Cover Temp)**

**The Biscuit Factory Art Gallery Cafe**

- Taking customer orders and processing payments. Serving food and drinks to tables. Maintaining a clean, well-organised customer seating and serving area.
- Promoting other events at the company's sister bar.

- Providing guidance to customers about facilities of the art gallery for visits other events.

**09/18-03/19**

**Financial Admin Assistant (PPI Temp)  
CRS (Agency: Office Angels)**

- Carrying out data entry with full accuracy. Printing paperwork and organising it for filing and scanning according to different in-house systems for each different bank.
- Contacting customers to check and update their claim information by email and over the phone.

**09/18-03/19**

**Volunteer Bartender and Events Assistant  
The Star and Shadow Community Cinema, Newcastle upon Tyne**

- Taking orders, processing payments and serving drinks and snacks at bar during loud and busy live events.
- Maintaining a clean and well organised serving and events area.
- Helping prepare the event space prior to customer entry.

**06/17-09/18**

**Visiting Family in South of England and Wales**

**05/17-06/17**

**Volunteer Hospitality Assistant  
Capabilities Café (now Foodworks), Newcastle upon Tyne**

- Assisting with food preparation, serving customers and cleaning. Processing cash and card transactions for orders.
- Shadowing mentors to colleagues with SPLDs, learning about specific workplace support.

**07/13-05/17**

**Consumer Sales & Retentions Advisor  
BT PLC, Newcastle upon Tyne**

- Commercial B2B sales and retentions (BT Sport) as well as Consumer sales and retentions (Broadband, Phone, TV and Mobile). Using Salesforce to manage leads and update notes to the company database. Assisting with BT Sport Commercial technical service, troubleshooting problems and organising engineer responses.
- Providing customer service, offering new contracts and recording interactions in the company database.
- Consistently achieving a high customer retention rate (above 60%) and time management targets (achieving 95% - contributing to maximum business efficiency).
- Worked at Middlesbrough office on 6-week training project. Was assistant trainer to another department, equipping them with skills from sales and retentions that they would integrate into their role to achieve the new targets.
- Floorwalker to new BT Sport staff during their first day. Assisted with queries and technical help to the team.

### **Achievements, Interests and Hobbies**

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Achieved an in-house training accreditation at BT Plc which was applied in floorwalking and assisting to train another department in new skills.

Currently learning Welsh at a beginner level.

Member of a board gaming club. Playing in teams or as an individual, applying strategic thinking and collaboration skills.

Also enjoys hiking, camping, and volunteering for community projects.

**References available upon request**