

Samantha Gillies

samantha.gillies@outlook.com • <https://github.com/samjaygill/> • [linkedin.com/in/sjaygill](https://www.linkedin.com/in/sjaygill/) • 07359471043

Junior Software Developer

Enthusiastic and dynamic software developer with a strong foundation in building robust, efficient software solutions. I am about to complete an intensive software developer bootcamp, where I have gained comprehensive training in coding, problem-solving, and software architecture. This educational experience has provided me with a solid foundation to excel in the software development field.

I excel in adapting to new technologies and methodologies, quickly integrating into diverse teams and office environments. My communication and interpersonal skills enable me to establish positive and collaborative relationships with individuals from various backgrounds, fostering a harmonious and productive work atmosphere.

I bring to the table a strong teamwork ethic and the ability to lead when necessary. I thrive in high-pressure and challenging environments, leveraging my technical expertise and problem-solving acumen to drive successful project outcomes.

Skills

- | | | |
|------------------------------------|------------------------------|----------------------------------|
| • Python | • HTML | • CSS |
| • JavaScript | • React | • Java |
| • SQL | • Git | • API Integrating |
| • Customer Service Management | • Store Management | • Effective Time Management |
| • Strategic Administrative Support | • Team Training & Mentorship | • Cross-functional Collaboration |
| • AML Compliance Experience | • Rapid Problem Resolution | • Tailored Communication |

Career Experience

Administrator, Allen and Harris, Kilmarnock

09/2022 to 07/2023

Providing attentive service for all client's from when they first enquire about selling their property until their property is exchanged. Making sure all contracts between Clients are correct and adhered to and making sure all parties understand the contract. Instructed all properties while setting them live all while making sure the client was kept informed through each process. Perform all AML compliance checks and making sure all other branches also adhere to these guidelines. Following all procedures so Customer Due Diligence is completed and adhered to. Complete all Branch cash and debt reports to ensure all invoices were paid correctly. Continuously maintaining a high standard of customer service to make sure both the Vendor and Purchaser are satisfied throughout the whole process.

- Complete all current AML checks and make sure all compliance is adhered to.
- Dealt with all issues in an efficient manner, swiftly solving issues to instil customer confidence.

...continued...

Samantha Gillies

Page | 2

Administrative Assistant, ILAWS Scotland, Glasgow

10/2021 to 09/2022

Dealing with all areas of office administration with Wills, Power of Attorneys and assist all clients with their enquiries and any amendments they require. Basic office duties such as scanning documents and building databases.

- Problem solving while making sure Client appointments fit in with Estate Planners routes.
- Optimised customer experience by maintaining high standards of service, promptly solving all issues.

Customer Experience Manager, William Hill, Kilmarnock

10/2016 to 10/2021

Oversee and contribute to the development of a successful five-member team responsible for delivering positive, genuine customer service. Direct effective management of all store operations, such as marketing planning, employee scheduling, and banking. Develop exceptional relationships with high amounts of customers, swiftly handling multiple inquiries. Enhance decision making by preparing in-depth weekly target reports. Take charge of the efficient management of petty cash.

- Received a promotion to a leadership role with increased responsibility after one year as Customer Experience Assistant.
- Determined marketing strategies according to offers to ensure achievement of demanding KPIs.
- Optimised customer experience by maintaining high standards of service, promptly solving all issues.
- Helped to continuously minimise costs by weekly stock audits and keepings timesheets within budget.

Nail Technician, Self-employed, Kilmarnock

02/2016 to 07/2023

Build and develop relationships with 20 clients, recommending appropriate services to boost sales. Strictly adhere to health and safety regulations by ensuring proper sanitising of all equipment. Retain customer satisfaction by resolving customer enquiries in a friendly, professional matter.

- Evidenced strong leadership abilities while overseeing own business.
- Envisioning further business opportunities by recommending treatments according to client needs.

Education

Software Developer Bootcamp

CodeClan

07/23 – 11/23

HNC in Fashion and Marketing

Ayrshire College

Acrylic Nail Diploma

NSI Scotland

Professional Training

Beauty courses, *British Beauty Academy*