



SARAH LEWIS. SHE/HER



Full Stack Software Developer

• NZ PERMANENT RESIDENT • TĀMAKI MAKĀURAU BASED • (+64) 027 540 6422 • SARAHLEWIS1808@GMAIL.COM •

EXPERIENCE

TRAINEE FULL STACK SOFTWARE DEVELOPER @ DEV ACADEMY AOTEAROA

JANUARY 2023 - APRIL 2023 | TĀMAKI MAKĀURAU, AOTEAROA

- Demonstrated **grit**, **perseverance** and the ability to **pick up** new **knowledge quickly** and effectively during the 800+ hours of intensive bootcamp learning. The course imitated a fast-paced development environment, learning **full stack** web development, with a strong focus on **human skills**, test-driven development (**TDD**) and **agile** principles
- Created fullstack projects using **JavaScript**, **TypeScript**, **React**, **Redux**, **node** and **relational databases** - individual learning to focus, **problem solve** independently, understanding when to **ask for help** and how to **communicate complex issues** to others
- Practiced **communication** and **teamwork skills** during pair programming, working through coding challenges - learning how to give and receive **constructive feedback**, and understanding how to **navigate difficult conversations**
- Realistic **industry sprint simulations**, working in small groups on single-day projects, taking on various roles to design, plan, implement, test and present the project to the wider team. Additionally took part in multi-day projects focussing on **larger team cooperation** similar to a working development environment, picking up bug and **feature tickets** whilst following a specified **GitHub version control** process to navigate and contribute to a large code base

CUSTOMER SUCCESS SPECIALIST @ FIGURED

MARCH 2020 - JANUARY 2023 | TĀMAKI MAKĀURAU, AOTEAROA

- **Problem solving** and collaborating with product & dev teams to **resolve bugs**, **communicating technical concepts** to the user, and helping developers understand the niche aspects of the market, whilst maintaining transparency and efficiency in the bug fix process
- Enhancing my **attention to detail** ability and continuing to develop knowledge of the complex product to run **user acceptance testing** prior to feature releases

- Representing the customer and the support team during **high pressure critical incidents**, making fast **informed decisions**, communicating **sensitive product issues**, providing product expertise and **niche technical knowledge** to all stakeholders
- Providing consistently **excellent customer support** with a 98.7% customer satisfaction (CSAT) score, a less than 10 minute response time for live chat queries, and a Net Promoter Score (NPS) of 38 for overall product support

MULTIPLE ROLES @ SMARTPAY NEW ZEALAND

AUGUST 2018 — MARCH 2020 | TĀMAKI MAKĀURAU, AOTEAROA

CUSTOMER SUPPORT

- **Prioritising** and **organising** workload to efficiently dispatch contract applications
- Applying know-your-customer (KYC) and anti-money-laundering (AML) principles to applications whilst **managing confidential** and **secure data**

CUSTOMER SUCCESS SPECIALIST

- Using **extensive product knowledge** in customer retention and contract renewal process, assisting with **troubleshooting product issues** and understanding customer business requirements

MULTIPLE ROLES @ MANTA DIVE GILI TRAWANGAN

SEPTEMBER 2013 — FEBRUARY 2018 | LOMBOK, INDONESIA

OPEN WATER SCUBA INSTRUCTOR & RESERVATIONS MANAGER

- **Teaching** groups of students to SCUBA dive, ranging from beginner to advanced
- Demonstrated **leadership** and communication skills in a **high risk environment**
- **High responsibility role** being in charge of children and adults
- **Adapting teaching methods** and **communication** to accommodate varying learning and physical abilities

EDUCATION

CERTIFICATE IN APPLIED SOFTWARE DEVELOPMENT, DEV ACADEMY AOTEAROA

JANUARY 2023 — APRIL 2023 | TĀMAKI MAKĀURAU, AOTEAROA

MSC ENVIRONMENTAL BIOLOGY & BSC MARINE BIOLOGY, UNIVERSITY OF WALES

SWANSEA

SEPTEMBER 2007 — SEPTEMBER 2011 | SWANSEA, WALES UK

• References available on request •



<https://www.linkedin.com/in/sarahl89>



<https://github.com/sarah-lewis-1808>

