

Sarah Goodwin

Junior Full Stack Developer

sarah93goodwin@hotmail.com • +44 7849 266 337 • Edinburgh

[github](#) • [linkedin](#)

Executive Summary

Junior Software Developer with a Diploma in Full stack Software Development from the Code Institute. Proficient in HTML, CSS, Javascript, Python. Currently working as an Event Tech Project Manager where I build apps and website platforms using the CrowdComms CMS, helping clients to achieve the look, feel and flow of their website and app, ensuring a smooth running of the tech at their event. Prior to this I have 14 years experience in Customer Service, working in a variety of industries such as hospitality, tourism and corporate. I am a valuable team-player with strong communication skills and effective problem solving ability. I am eager to continue my journey in the tech industry in an exciting development team where I can grow and contribute!

Education

April 2023–Present

Diploma in Full Stack Software Development

Code Institute - Dublin, Ireland - (Credit Rated by University of West of Scotland)

Technical Skillset

Technologies:	HTML5, CSS3, JavaScript , Python
Databases:	MongoDB, MySQL, Postgres (In the future)
Frameworks:	Django, jQuery, Bootstrap (In the future)
Version Control:	Git, Github

Portfolio projects

1. **XXXX - XXXXX. Technologies Used - XXXXX. GitHub - XXXXX**
2. **XXXX - XXXXX. Technologies Used - XXXXX. GitHub - XXXXX**
3. **Help Grogu -**
Technologies Used – HTML5, CSS3, Python. **GitHub - <https://github.com/sarahgoodwin93/help-grogu>**
4. **ColourChange CHallenge -**
Technologies Used - HTML5 , CSS3, JavaScript **GitHub - <https://github.com/sarahgoodwin93/project2-colourchange-challenge>**
5. **The Hike Site -**
Technologies Used - HTML5 , CSS3 **GitHub - <https://github.com/sarahgoodwin93/project1-The-Hike-Site>**

Work Experience

January 2022–Present

Event Tech Project Manager - CrowdComms, UK Remote

- Managing and building the app and website platforms from start to finish using the clients brief.
- Collaborating with the client on their desired design and creating a product they are happy with.
- Applying CSS to enhance the design of the platform and where custom work is needed.
- Adjusting HTML pages within the platform templates to better suit the clients needs.
- Submitting native apps to both App Store and Google Play.
- Full build of client registration website using the Idloom platform.
- Managing clients' expectations in regard to deadlines and technical functionality.
- Organising speaker briefings & handling the live stream process, producing running orders for the stream techs.

June 2019–December 2021

Assistant Residence Operations Manager - Vita Student, Edinburgh, Scotland

- All range of administration tasks, ensuring the smooth running of the building while providing fantastic customer service. Using Excel, Word and Outlook to an intermediate and advanced level, alongside other systems including RotaCloud, Salesforce, PeopleHR, Padoq, Safety Cloud, Sage X3, and FM4U.
- Conducting viewings for new residents, potential clients and investors. Being the first point of contact or all visiting the site.
- Overseeing compliance and plant room maintenance, coordinating with contractors for building works and yearly PPMs while acting as the main point of contact for residents in relation to building repairs and on-going projects.
- Managing a team of housekeepers and night officers, conducting 1-2-1s and performance reviews. Full recruitment process and training new starters.
- Managing and controlling costs on both the site and event budgets.
- Additional role as the Regional Event Manager, tasks included overseeing the management of the 5 Northern Vita site events, providing feedback and audit data for their KPIs, as well as managing site social media and the Vita Student App content. This also included organising and overseeing events for both students and staff
- During the Fringe Vita turns into a 4* hotel, I ran and managed this project, improving each year.

Throughout my time at Vita I,

- Took the site from an 89% External Audit score to a 99.8% External Audit score
- Wrote company policies and procedures which were rolled out across the 20 sites in the UK
- Achieved a 9.1 rating on Booking.com for the Fringe Project (Altido at Vita)
- Increased profit in both 2019 & 2020 for the Fringe Hotel project despite COVID
- Achieved 42% rebookers for 2022 by December 2021 - Target for rebookers is 25%.
- Staff turnover changed from 73% in 2018-2019 to 90% retention for 2019-2020 & 2020-2021
- Achieved 95% of KPIs for 2021 - highest in the region

Travel and relocation to scotland

June 2017 – January 2019

Site Supervisor - AJ Hackett Bungy, Queenstown New Zealand

The Kawarau Bungy Centre is the first ever commercial bungy jump in the world. My duties as a Site Supervisor included

- Managing a team of 15 people in the Frontline department, overseeing a team of 30+ people on a day-to-day basis across several departments, conducting 1-2-1s and overseeing the recruitment process.
- Creating bookings, organising tour buses and liaising with the events team
- Dealing with both face-to-face and telephone enquiries and complaints
- Resolving with all issues and customer enquiries, complaint management and problem solving,
- Completing the daily banking, inputting MOYB payroll systems and statistical spreadsheets.

During my time at Bungy I,

- Was promoted to Supervisor within my first 6 months, the first thing that had happened at the company.
- Implemented processes and procedures that were rolled out across all 3 sites in Queenstown
- Updated and managed the tracking and reporting systems which were rolled out on all 3 sites.

Certifications

-

Interests/Additional Information

- Meet ups
- Photoshop
- Friends websites

14 years -> Crowdcomms