

Stacey Elsom

Junior developer with 5 years of customer service experience.

EXPERIENCE

Northcoders — Coding Bootcamp Student

Remote / Manchester Technology Centre, 103 Oxford Rd, Manchester, M1 7ED

January 2022 - April 2022

- ❑ Learning JavaScript-based coding through an OFSTED-rated curriculum.
- ❑ Developing servers on front- and back-ends using Test Driven Development.
- ❑ Creating a live hosted app as part of a small team.

Blinds2Go — Customer Service Agent

1 Woodborough Rd, Nottingham, NG1 3FG

June 2021 - November 2021

- ❑ Handling customer queries, orders and problem resolution via phone and email.
- ❑ Liaising with suppliers and couriers on complex orders.

Homeserve — Dispatcher

Aspect House, Aspect Business Park, Bennerley Road, Bulwell, Nottingham, NG6 8WR

December 2020 - March 2021

- ❑ Organising and monitoring inday timetables for engineers across a region.
- ❑ Contacting customers to keep them informed.
- ❑ Assisting engineers with queries, rebookings and orders.
- ❑ Liaising with other departments and trades.

Next PLC — Sales Assistant

Units 107-113, Victoria Centre, Nottingham, NG1 3QB

April 2015 - December 2020

- ❑ Serving and engaging customers on the shop floor and fitting rooms.
- ❑ Processing customer payments at point-of-service.
- ❑ Maintaining quantity and organisation of stock on shopfloor.
- ❑ Keeping the shop floor tidy, clean and unobstructed.
- ❑ Assisting with reorganisation of the shop floor layout.
- ❑ Unpacking and organising the store's customer orders.

Next PLC — Admin Assistant

Units 107-113, Victoria Centre, Nottingham, NG1 3QB

September 2019 - December 2020

- ❑ Handling of cash drawers at start and end of day.
- ❑ Lifting, counting and processing of money.
- ❑ Maintaining and troubleshooting the store's handheld scanners and readers.
- ❑ Distributing paperwork to relevant managers and employees.
- ❑ Ensuring all till banks are correctly supplied and functional.

Nottingham

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PROGRAMMING

JavaScript

Node.js

HTML5

ReactJS/ React Native

Vue

CSS3

Tailwind

Express

MySQL

Postgres

IT TRAINING

Network Troubleshooting

Hardware Management

Business Equipment and Printers

Office 365 inc. Excel

SKILLS

Customer service

Team supervision

Cash handling

EDUCATION

Spalding Grammar School

2005 - 2012

Biology A2: B

Chemistry A2: B

History A2: A

Economics AS: A