

# Veronique Nappie

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## Professional Summary:

I am an aspiring web developer. With most of my working experience being in technical support. My interest in tech has grown exponentially throughout the years. I am pursuing a career in web development not only for better career prospects but also the problems I am able to solve with code.

## Personal Details:

- Full Name: Veronique Danielle Nappie
- DOB: 21/12/97
- Residing: Mitchells Plain
- Languages: English, Afrikaans
- Ph no: 0659447142
- Email: [vdrossouw@gmail.com](mailto:vdrossouw@gmail.com)
- Hobbies: Reading, watching sci-fi films, watching film lectures, learning more about things that interest me like science and technology.

## Contact Details:

- Ph: 065 944 7142 (available Mon-Fri between 8am-5pm)
- Email: [vdrossouw@gmail.com](mailto:vdrossouw@gmail.com)
- LinkedIn: <https://www.linkedin.com/in/veronique-nappie-56462422b/>
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## Employment History:

Currently:

- Title: Intern
- Location: Lansdowne, Cape Town
- Institution: Life Choices Studio
- Role: I am currently an intern under LC Studio and part of the cyber security learning journey where I am being equipped with the foundational cyber security skills.

June 2023 - Sept 2023:

- Title: Technical Support Agent
- Location: Cape Town, CBD
- Company: SA Commercial
- Role: I was a technical support agent at SAC and was part of their Sage campaign. Here we provided technical support for customer using the Sage 50C Accounting Software. I resigned from the company when I got the opportunity to join Life Choices Academy which I had been wanting to do for some time before.

Oct 2018 - Feb 2022:

- Title: Technical Support Agent
- Location: Wembley, Cape Town
- Company: Amazon
- Role: I was initially employed as a seasonal agent in the retail customer service space, primarily helping with customer orders.
- Not long after being made permanent, a role became available in the Digital, Device and Alexa Support (D2AS) team. I applied and spent most of my employment period in this department providing tech support to customers using an Amazon device or streaming service.
- Outside of my role, I was also a part of the Rover Support and assisted with training new cohorts to use the systems and provide support while on calls, emails or chats.
- I resigned from Amazon because I looked after my grandmother, who had dementia, full time.

## Education:

Sept 2023 - March 2024:

- Course: Full Stack Development Bootcamp
- Institution: Life Choices Academy
- Summary: I successfully completed a full stack development bootcamp at LCA. I had wanted to start a career in web development but did not have the necessary finances to study full time. I had known about Life Choices for some time but had finally applied, looking for better career prospects.

Some technical skills I've learnt are HTML, CSS, Javascript, NodeJS, Vue and MySQL. I was also equipped with various personal and professional development skills throughout the course.

2020:

- Course: Intro to Java
- Institution: Unisa
- Summary: I successfully completed an introductory course in Java at Unisa.

2011-2015:

- Course: Matric (NSC)
- Institution: Sans Souci Girls' HS
- Summary: I matriculated from SSGHS in 2015, with my major subjects being Physics, Life Sciences, Music and Math.

