

CORE COMPETENCIES

- ⇒ Data Analysis & Reporting ⇒ Front-End Development (HTML, CSS, JavaScript)
- ⇒ Website Optimization & SEO ⇒ CRM System Management (Tessitura, Google Analytics) ⇒ Automation with Google Sheets & Scripts
- ⇒ Technical Troubleshooting & Support
- ⇒ Project Management & Workflow Optimization
- ⇒ Cross-Functional Team Collaboration

PROFESSIONAL EXPERIENCE**Detail-Oriented Coordinator with Proven Expertise in Administrative and Technical Solutions**

Results-driven professional with extensive experience in fast-paced, service oriented environments. Highly organized and adept at implementing streamlined processes to enhance operational efficiency and user experience. Strong attention to detail, paired with a calm and confident demeanour, ensures accurate handling of sensitive information. Energetic and adaptable, eager to take on new challenges and learn emerging technologies. Successfully implemented improvements in internal workflows, including the development of automated systems and data-driven solutions. A proactive problem-solver with a track record of leveraging technical tools to optimize performance and deliver measurable outcomes.

IT Skills: HTML | CSS | JavaScript | React.js, Python (In Progress) | API Integration | Git | GitHub | Version Control | RESTful APIs | JSON | AJAX | Responsive Design | Bootstrap | SEO | Accessibility, Testing, Debugging, Problem-Solving | MS Office (Word, Excel, PowerPoint, Outlook) | SiteMinder | RoomMaster, Auto Cad | Tessitura | Yesplan | Artifax | Adobe Creative Cloud | SASS | VSCode | Figma | Netlify | Wordpress | Wordfly.

Training and education August 2024-Present

SheCodes bootcamp

[Link to my GitHub](#)

[My portfolio](#)

Courses, skills and tasks Completed:

- Introduction to Coding - Basic programming concepts (variables, data types, loops, conditionals), potentially some exposure to JavaScript. Simple scripts to automate tasks (e.g., calculations, text manipulation), basic problem-solving using code.
- Introduction to Web Development - HTML (structure), CSS (styling), basic JavaScript (interactivity), understanding of web browsers and how websites work. Creating basic web pages with text, images, links, and simple layouts.
- Web Development - More advanced HTML and CSS (forms, tables, layouts), deeper JavaScript knowledge (DOM manipulation, events). Building multi-page websites with interactive elements, using JavaScript libraries.
- Advanced Web Development - Server-side programming (with Node.js), databases (MongoDB or SQL), API integration, security concepts. Building dynamic web applications with user authentication, data storage, and interaction with external services.
- Advanced Responsive Web Development - CSS media queries, mobile-first design principles, responsive frameworks (like Bootstrap), cross-browser compatibility. Creating websites that adapt seamlessly to different screen sizes and devices.
- Advanced React.js - Building user interfaces with React components, state management, JSX syntax, working with data (props). Developing interactive single-page applications, reusable UI

components, using React libraries (Redux and React Router). Advanced state management (e.g., Context API, Redux), performance optimisation, testing, working with APIs, server-side rendering. Building complex and efficient React applications with advanced features.

- Introduction to Artificial Intelligence - Fundamental AI concepts (machine learning, deep learning), possibly some hands-on experience with AI tools or libraries.
- **Key Skills Gained:**
HTML, CSS, JavaScript, React.js, VS Code, API Integration, Git, GitHub, Hosting, AI, Bootstrap, SEO, Responsive Design

Technical Skills

- **Programming Languages:** HTML, CSS, JavaScript, React.js, Python.
- **Frameworks & Libraries:** React.js, Bootstrap
- **Version Control:** Git, GitHub
- **API Technologies:** RESTful APIs, JSON, AJAX

Roundhouse £28,300 July 2019- Present

Youth Program Administrator/ Coordinator

As part of the Youth Policy and Engagement Team and Programme Administrator/ Coordinator, I played a key role in supporting the delivery and operational efficiency of creative programs. My responsibilities included coordinating data analysis and evaluation processes, optimising the use of studios, and managing program cycles using CRM and data-driven systems. I also spearheaded a community outreach initiative and trained and mentored five new staff members on the use of technical tools and platforms. Collaborating with cross-functional teams, I ensured that project milestones and deadlines were met, while maintaining the highest standards of safety and efficiency across youth projects through streamlined workflows and technology integration.

Key Responsibilities:

Front-End Development & Automation:

- Developed and maintained custom HTML, CSS, and JavaScript templates for automated email communications and web content, optimising outreach and user engagement.
- Automated data reporting workflows using JavaScript and Google Scripts, streamlining data visualisation and analysis for program evaluation.
- Implemented front-end solutions to enhance Tessitura CRM user interface and functionality, improving data accuracy and workflow efficiency.
- Collaborated with cross-functional teams to translate business requirements into functional front-end components, ensuring seamless integration with existing systems.
- Conducted front-end testing and debugging to ensure cross-browser compatibility and optimal user experience.
- Optimised website content and structure for SEO, improving website visibility and user engagement through keyword research and on-page element adjustments.

Technical Support & Data Management:

- Provided technical support and troubleshooting for digital tools and platforms, including Tessitura CRM, resolving user issues and ensuring smooth operation.
- Utilised Google Analytics to analyse website user behavior, implementing data-driven improvements to user experience through A/B testing and front-end adjustments.
- Developed and maintained data dashboards and interactive reports, leveraging front-end technologies to visualise program performance and trends.
- Managed and maintained data integrity within CRM systems, developing custom solutions using front-end scripting to streamline data entry and reporting processes.

Program Coordination & Project Management :

- Coordinated the technical delivery of program content, ensuring seamless integration with digital platforms and tools.

- Managed project timelines and resource allocation, utilising digital project management tools and collaborating with technical teams to ensure timely delivery.

Nigel Sloam & Co. Consulting Actuaries **March 2018-July 2019 Receptionist/ Administrator**

Call upon expertise spanning all aspects of administrative and reception operations within this independent firm of actuaries and consultants, including client meeting and greeting and resolution of incoming enquiries:

Chelsea Bridge Apartments **June 2011- February 2018** *Enjoyed seven years' progression within this provider of luxurious serviced apartments; from initial role supporting interior design, through to Receptionist and recent success leading a multifaceted team, embedding a culture of client service excellence.*

Front House Manager | 2015-2018 (Supervisor 2014-2015)

Led, motivated and provided direction to a team of 5; reduced staff attrition through effective recruitment, management, training and engagement while contributing to administrative controls, including: bookkeeping, payroll processing and reservation stream control.

Receptionist | 2012-2014

EDUCATION AND QUALIFICATIONS

Foundation Degree in Interior Design | Bedfordshire University 2012-2013 **Diploma (Merit)** | Richmond Drama College 2010- 2011

BTEC Business (Merit) | Barnet College 2007-2009 **GCSEs, including English, Maths and Science** | Al-Sadiq and Al-Zahra School 2001-2007

References:

Giulia Cubattoli: has been my line manager for 5 years at the Roundhouse

Giulia.cubattoli@roundhouse.org.uk

Hassan Braiteh: Previous Employer at Chelsea Bridge Apartments

hassan@luxap.co.uk

Please only contact these referees if I have been offered a position.