



Kayleigh Lamb

Creative | Digital | Junior Developer

Get in touch...



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Personal Statement

A trustworthy and professional computing enthusiast with a strong background in technical support, looking to secure an entry position in web development and programming to further my interests and skills in a practical and fast-paced environment. Passion for the digital sector has seen me commit to self-teaching, adapt to further education and taught me to overcome obstacles that stand in the way. Technically competent and industry aware means that different programming languages are easily picked up and each project is undertaken with the most relevant and up-to-date programming foundations available. An excellent communicator with the ability to convey ideas clearly with an emphasis on customer service and client satisfaction.

Languages



Skills

Technical Skills

- Adobe Photoshop, Dreamweaver, InDesign and Illustrator.
- Notepad++, Atom, NetBeans and GitHub version control.
- WordPress and other CMS.
- Arduino & Atmel Micro-controllers.

General

- Good attention to detail.
- Extremely organised.
- Excellent communication skills.
- A fair team player and leader.
- Excellent problem solving and analytical thinking.

Education

Work Experience

2015-2016 | University of Greenwich – IT Support Staff

- The role involved manning the Equipment Desk in the Computer Science Laboratories, setting up and testing different labs and experiments for the University lecturers and teaching staff.
- Being on hand to help students of all computing course levels with all types of technical equipment, anything from CISCO servers, signal generators to breadboards.
- Help students with any software or coursework questions such as connecting student laptops to the virtual desktop lab or answering any questions they had on HTML, Java, JavaScript & SQL.
- Performing regular maintenance and testing on the lab equipment and the each of the 300 PC's in the lab.

2011-2012 | Bupa International – Customer Service

- The role was extremely varied and often required good use of my customer service, sales and administration skills. I was mostly responsible for taking inbound calls, web chats and emails from international, private medical insurance customers, with all types of queries from: "what am I covered for?" to "Can you help me find a local doctor in Egypt?".
- The job often involved taking calls from foreign language speakers who were far away from home, sick and in distress, so excellent communication and organisation skills were a must.

2010–2011 | Pure360 – 1st Line Tech Support

- Company provided email marketing software solutions for other businesses. My role involved working within a team of 3 as a technical support for any issues that clients were experiencing.
- Duties included correcting erroneous HTML code for customers, identifying problems with the servers or the system back-end and fixing the problem or escalating accordingly. Technical issues such as CRM integration, reporting, character encoding and software compatibility.

Digital Accelerator 2018

Lvl 2 Diploma in Creative Skills for the Industry
Grade: Pass

University of Greenwich 2013 - 2016

Computer Science BSc
(Year 1 & 2)

City College Brighton & Hove 2012 - 2013

Lvl 3 Diploma in Computing
(equiv. to 3x A Levels)
Grade: Distinction

Falmer High School 1999 - 2002

GCSE's - Including Maths,
English & Science all grade
A to C.

References

References are available upon request.