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| **CLAIRE FRASER**  **London**  M: 07961025576  E: clairefraser121@gmail.com    **0BJECTIVES** |

Aspiring Front-End Web Developer with a strong foundation in web development technologies and a passion for creating engaging and user-friendly web experiences. Currently a student, eager to apply skills and knowledge in real-world projects to build a career in web development.

**Key Skills**

HTML, CSS, JavaScript Collaborative Effective Communication

Responsive Web Design

Web Development Tools (e.g., Visual Studio Code) Problem-Solving

User Interface (UI) Design

Digital Art Adobe Photoshop and Illustrator Storytelling

**EXPERIENCE**

**Administrative Assistant / Office Manager**

Aug 19 – Holland Rise & Whitebeam Close TMO, London

- Gained practical experience in office management and customer support.

- Demonstrated strong organizational skills by handling administrative tasks and customer inquiries.

- Collaborated with the team on bookkeeping and inventory management.

- Developed strong communication and problem-solving abilities.

**Self-Employed**

Sep 13 - Present, Mummy Claire’s Cupcakes, London

- Managed customer consultations and administrative tasks for a boutique cake business.

- Maintained inventory, invoicing, and customer interactions.

- Applied creative design principles to cake decoration and presentation.

**Career Break/Study/Parenting**

Nov 08 – Sep 13, Various Locations, London

* Completed a counselling course, in 2010 after my eldest child’s first year.
* Completed a business course, in 2013 (A level compressed from 2 years to 1 year)
* Day-to-day administration, creating daily, weekly, schedules, planners, and organising my online and offline diary.
* Created a Kanban project management system for my family to follow, which I regularly update.
* Built Mummy Claire’s boutique cake business as of September 2013

**Internal Accounts Executive**

Jan 07- Nov 08, Star Internet, London (Left on maternity leave)

* Used the BASL database to input and extract data for reports and presentations.
* Built and managed relationships with current account holders
* Managed client information
* Data cleansing
* Created quotes for clients that had previously been consulted with, regarding their business needs.
* Communicated internally with all departments involved in the sales process to keep customers happy, and complete transactions.
* Consulted with customer services and finance teams on credit check applications.

**Broadband Faults Advisor promoted to Broadband Faults Diagnostics Technician**

Apr 04 – Dec 06, British Telecom, London

* Created notes and made follow-up calls.
* Sent and responded to emails regarding customer issues.
* Called End Users (clients) to talk them through simple steps to resolve issues.
* Tested End-user lines for faults
* Dealt with escalations on managers’ behalf.
* Used CSS, IVOR, and BIP (Diagnostics and database programs) to check records, input data, and create reports.

Jan 04 – Apr 04, British Telecom, London

* Managed business-to-business customer complaints and queries
* Booked engineer appointments for business clients.
* Resolved any outstanding customer care issues.
* Logged case notes, to make other advisors aware of previous conversations with customers, and their outcomes.
* Used CSS, IVOR, and BIP to check records, input data, and create reports.

**EDUCATION**

**Front-End Web Development (Student)**

Sep 25, 2023 – Present, edX

- Actively pursuing a Front-End Web Development course with a focus on HTML, CSS, and JavaScript.

- Developing skills in creating responsive and visually appealing web designs.

- Gaining hands-on experience with web development tools and technologies.

- Building a portfolio of web development projects to showcase skills and progress.

**South Thames College, Access to Business Level 3 (with Bookkeeping and Excel)**

Sep 12- Jun 13

**Lambeth College, Introduction to Counselling Level 2**

Jan 2010- April 2010

**Lambeth College, Building a Career Portfolio for Clients Level 2 (CPD)**

July 2007

**Westminster College Kingsway, GNVQ ICT**

Sept 2002- July 2003

**Chestnut Grove, Balham, GCSE 7 A-C Grades**

Sept 1993- June 1998

**REFERENCES AVAILABLE UPON REQUEST**