

SARAH COLLINS

JUNIOR WEB DEVELOPER

Email | sarahcollins702@gmail.com Mob | 07734 249457 City | Oldham, Lancs

SUMMARY

Highly motivated Junior Web Developer equipped with a Level 5 Diploma in Web Application Development from the Code Institute. Passionate about building accessible, efficient, and intuitive web applications, combining robust technical training in modern development methodologies with a strong commitment to writing clean, maintainable code.

Brings a unique advantage to development teams from a successful background in property management and social housing customer service. Highly adept at understanding user needs, de-escalating complex issues, and communicating effectively with diverse stakeholders. Leverages this extensive client-facing experience to approach web development with a deeply user-centric mindset, seamlessly translating real-world problems into practical digital solutions.

TECHNICAL SKILLSET

Technologies: HTML5, CSS3, JavaScript, Python

Databases: MongoDB, MySQL, Postgres

Frameworks: Django, jQuery, Bootstrap

Version Control: Git, Github

EDUCATION

Level 5 Web Application Development Diploma

Code Institute - Dublin Ireland

(Credit rated by University of West Scotland)

NVQ 3 Business Administration

Oldham Training Center - Oldham, Lancs

ADDITIONAL TRAINING & CONTINUOUS

Responsive Web Design Certification | freeCodeCamp

- Completed 300 hours of practical coursework focusing on HTML5, CSS3, Flexbox, and CSS Grid.
- Designed and built responsive web projects demonstrating mobile-first design principles and web accessibility standards.

Full Stack Foundations | The Odin Project

- Strengthened core web development fundamentals through a rigorous, self-paced, open-source curriculum.
- Gained hands-on experience with version control (Git/GitHub), command-line interfaces, and vanilla JavaScript.

CS50: Introduction to Computer Science | Harvard University (via edX)

- Developed a robust understanding of foundational computer science concepts, memory management, algorithms, and data structures.
-

WORK EXPERIENCE

Rent Officer | First Choice Homes

Mar 2018 - Dec 2022

- Analyzed complex financial data and tenant accounts to identify discrepancies, negotiate repayment plans, and ensure compliance with housing policies.
- Utilized specialized CRM and financial software to track accounts, requiring high attention to detail and precision in data entry.
- Navigated highly sensitive conversations with empathy, firmness, and professionalism, successfully resolving conflicts and achieving mutually beneficial outcomes.

Senior Customer Service Advisor | First Choice Homes

Feb 2015- Mar 2018

- Acted as an escalation point for complex, high-priority customer issues, applying critical thinking and problem-solving skills to troubleshoot and resolve edge cases.
- Mentored and supported junior team members, fostering a collaborative environment and sharing best practices for efficient query resolution.
- Identified bottlenecks in existing customer service workflows and provided feedback to management to streamline processes and improve service delivery times.

Property Manager | Northern Counties

Feb 2011 - Feb 2015

- Managed a large, complex portfolio of properties, requiring meticulous organizational skills and the ability to prioritize competing, time-sensitive demands.
 - Acted as the central point of contact between tenants, contractors, and internal stakeholders, ensuring clear communication and the swift resolution of maintenance and compliance issues.
 - Maintained accurate, up-to-date digital records across internal database systems, ensuring data integrity and adherence to strict regulatory standards.
 - Anticipated potential issues within the portfolio and proactively implemented solutions to minimize disruptions and improve the overall tenant experience.
-

PORTFOLIO PROJECTS

Neuro Nav | Interactive CBT Web Application

Tech Stack: *React, JavaScript, Python, Django*

- Developed an accessible, interactive cognitive behavioral therapy (CBT) workbook designed specifically to help users manage ADHD symptoms.
- Engineered interactive state-management features to track user progress, save journal entries, and provide real-time symptom management strategies.
- Prioritized highly accessible, distraction-free UI/UX design principles to ensure the application actively supported the cognitive needs of the target user base.

Bespoke Hair Salon Platform & Style Matcher

Tech Stack: *HTML5, CSS3, JavaScript, PostgreSQL*

- Built a fully responsive commercial website featuring a secure, full-stack online booking system with calendar integration for managing appointments.
- Programmed a custom "Style Matcher" algorithm that takes user inputs regarding their face shape and hair type to dynamically render tailored hairstyle recommendations.
- Implemented secure user authentication and a relational database to handle customer accounts, past bookings, and personalized style profiles.

Property Management Landing Page Redesign

Tech Stack: *Figma, HTML5, Advanced CSS (Grid/Flexbox), JavaScript*

- Conducted a complete UI/UX overhaul of a fictional housing association homepage, transforming a text-heavy layout into a modern, scannable, and highly visual user interface.
- Created low-fidelity and high-fidelity wireframes using Figma to map out the user journey before translating the designs into pixel-perfect, responsive code.
- Implemented modern design principles, including whitespace optimization, clear call-to-action (CTA) visual hierarchy, and CSS scroll animations to drastically improve user engagement.

Tenant Budgeting & Affordability Calculator

Tech Stack: *Vanilla JavaScript, HTML5, CSS3, Chart.js*

- Built an interactive financial wellness tool designed to help prospective tenants calculate rent affordability and manage their monthly household expenses.
 - Engineered complex, real-time calculation logic using Vanilla JavaScript, instantly updating the DOM as the user adjusts their income and expense sliders.
 - Integrated a third-party data visualization library (Chart.js) to render dynamic, color-coded pie charts that break down budget allocations, focusing on a clean and intuitive user interface.
-