

A committed Healthcare Assistant with strong communication skills, able to work **under pressure** and adapt to changing situations. In my role as an Assistant Manager at Cordant, I coordinated tasks such as overseeing security operations, managing team performance, and ensuring compliance with safety protocols, while maintaining regular **client contact** to ensure smooth operations and **meet multiple deadlines**. My prior experience as a Control Room Operator demonstrated my **problem-solving abilities**, as I managed complex schedules and ensured staff coverage across all sites at all times.

## Key Skills

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- **Interpersonal Skills:** Communication, Pressure handling, Adaptability, Detail oriented, Problem solving, Client management, Team coordination, Compliance
- **Software Development:** HTML, CSS, Javascript, Bootstrap, React, Node.js, Express, PostgreSQL
- **Cloud & DevOps:** Git, Linux, Terraform, Docker, Github Actions, AWS

## Projects

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**Youtubesaver** | [Github Repo](#) | [Live Demo](#)

- A full-stack video management application making a user friendly interface for video browsing, rating, adding and deleting videos. Hosted on render.

**HireMe** | [Github Repo](#) | [Live Demo](#)

- Collaboratively developed the HireME app as a team of four, creating a platform to automate the extraction of CYF trainee details and skills from GitHub's API. Hosted on render.

## Employment History

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**Healthcare Assistant** | **NHS** | **April 2022 - present**

- Ensured adherence to quality and safety standards in patient care, demonstrating attention to detail.
- Provided emotional support to patients and their families.
- Maintained patient confidentiality and adhered to data protection policies.
- Therapeutically managed violence and aggression using de-escalation and breakaway techniques when required.

**Assistant Manager** | **Cordant Group** | **June 2019 – March 2022**

- Managed daily operations and supervised a team of **45+ security personnel**, ensuring full staffing and that operations ran smoothly across various locations.
- Acted as the **secondary** contact for **clients**, addressed their concerns, and oversaw security incident responses, coordinating with personnel and law enforcement.
- Organised **training sessions** for staff compliance and skill enhancement, and played a key role in the recruitment process.
- Assisted in preparing financial reports and enforced **company policies**, ensuring accurate financial tracking and **compliance** with security standards.

### **Control Room Operator | Cordant Group | February 2017- June 2019**

- Operated and monitored security systems, responding to over **100** security alerts and alarms monthly, coordinating with security personnel and law enforcement to resolve incidents.
- Maintained constant communication with security teams, ensuring timely updates and support, which improved incident resolution times and liaised with security personnel to confirm they were present for their shifts, ensuring **100% shift coverage**.
- Accurately **documented** all incidents and activities, producing detailed logs and reports for over **350 incidents** annually, ensuring thorough records for compliance and future analysis.
- Conducted regular checks and maintenance on security systems and **identifying and resolving technical issues**, thus reducing system downtime.

## **Education and Certification**

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### **Full Stack Bootcamp|CYF| January 2023 - Present** **Cloud Trainee | March 2024**

- Used **Terraform** for infrastructure as code to manage AWS resources such as **S3** for static websites, **EC2** instances for backend server operations, and **RDS** for database management, enhancing deployment efficiency and infrastructure reliability.
- **Containerised** the application's server and frontend components using **Docker**, ensuring consistent environments for development and facilitating easier application maintenance.
- **Automated** deployment with **GitHub Actions**, improving efficiency and reducing manual errors.
- Implemented **scalability features** for the project, including setting up **EC2 Load Balancers** to distribute traffic across multiple EC2 instances, ensuring high availability.

### **software development Trainee | October 2023**

- Contributed to the **design** and implementation of the **database schema**, ensuring seamless data storage.
- implemented a data visualisation feature enabling comprehensive tracking of graduate coding activity.
- Assumed a leadership role in the organisation and coordination of the project, fostering effective teamwork, communication, and **Agile practice**.
- Implemented efficient source code management using **Git version control**, ensuring version tracking, collaboration, and code organisation throughout the project.

### **DipHE Chemical Engineering | University of Strathclyde | September 2017 - May 2019**

- Studied core chemical engineering principles such as thermodynamics, fluid mechanics, and material science, providing a foundation in technical problem-solving.
- Gained experience in process design and control, utilising computational tools and software for simulations and data analysis.

## **Interests**

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- Play football regularly in a 7 a side local league.
- Deep interest in historical conflicts.
- Fascinated by the mysteries of the universe and regularly keep up to date with astronomical discoveries.

