

Charlotte Wilkins

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PROFESSIONAL SUMMARY:

I am a recent graduate of the AWS Re/Start Programme, excited for a career change in the tech industry. As an AWS re/start graduate, I am familiar with the following languages and services: AWS, Linux, MySQL and Python. I am organised and hard working with experience working under pressure and multi tasking in a busy environment with customers and employees. As a hospitality manager in previous employment I am comfortable speaking with customers and resolving problems with effective communication and listening skills.

I have recently passed my AWS Cloud Practitioner exam and keen to find work that I can utilise my new skills and knowledge.

TECHNICAL QUALIFICATIONS:

AWS Certified Cloud Practitioner - 23/11/2020

TECHNICAL SKILLS:

- Proficient user of Microsoft Word, Excel, PowerPoint and basics of coding HTML.
- Fundamental IT skills of Linux OS, writing scripts in Python and Shell, networking, and security.
- Knowledge of core AWS services in the area of compute, storage and networking, including EC2, S3, IAM, VPC, Lambda, Cloud Formation, RDS and Route 53.
- Strong verbal and written communication skills, including the ability to explain technical information and terminology to non-technical end users.

PROFESSIONAL EXPERIENCE:

AWS re/Start Programme at Generation UK and Ireland - August 2020 to November 2020

- Selected by Generation UK&I to join the AWS re/start programme
- Completed a full-time weekly boot camp programme in virtual classroom environment
- Learnt fundamentals of a computer operating systems, networking, security and programming
- Covered core aws services in the areas of computer, storage and databases
- Followed lab environment instructions to build and scale core aws services using the aws management console, AWS CLI and CloudFormation
- Workplace skills including growth mindset, proactiveness, time management and teamwork

Shift Manager at McDonald's - September 2009 to Current

Achievements

Within two years of my employment at McDonald's I was promoted to Shift Manager while working part time and studying at university. I was selected to work at the restaurant in the Olympic Village during the London 2012 Olympic Games and achieved record sales. In December 2015 I was part of the management team that successfully opened a new restaurant in Piccadilly Gardens in central Manchester.

Skills gained:

- Customer focused skills, confident in customer complaints to resolve in a satisfactory resolution
- People management skills and experience of leading a diverse team of people, all different ages and backgrounds
- Ability to inspire and motivate, negotiations skills dealing with employees queries, maintaining employee confidentiality.
- Responsible for monitoring work environments and equipment ensuring targets are met
- First aid trained
- Level 3 in Hospitality and Management

Podcast Editor at 'The Women's Soccer Show'

- Follow a strict schedule of recordings
- Demonstrate professional manners while in calls with talent
- Produce a finished edit within a deadline

EDUCATION:

University of Salford, Bachelor of Arts - TV and Radio

Manchester College, BTEC - TV and Film