

KELLY LINDSAY

web developer

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Professional Summary

Goal-orientated web developer, supported by a background in customer relations and management. Proven communication skills and high work ethic to remain on task, troubleshoot solutions, and be adaptable and reliable in fast-paced environments. As someone who is always looking to grow and develop, I am excited by the prospect of taking on new challenges and expanding my skill set in order to achieve even greater success in the future.

Education, Qualifications, Certificates and Licences

Front-End Web Development: Elevate course	Academy Xi	2022
Bachelor of Arts	Deakin University	2015

Systems and Applications

| HTML | CSS | JavaScript | React | C# | PHP | Java | .NET | MySQL |

Projects

Please note all projects and more can be viewed via my portfolio website or otherwise via my GitHub. Links to both are available in the header above.

CREATIVE MINDS | React

A full-stack application built with React, Next.js and Firebase that offers full CRUD functionality. Users can easily read, create, update, and delete posts. Readers can also leave comments and engage in valuable discussions.

THE ENCHANTED CATALOGUE | C#

An item management system that leverages C# and .NET 5 to enable the creation, retrieval, updating and deletion of the enchanted items. The system is built with an end-to-end REST API developed from outset, that features a MongoDB repository, which has undergone unit testing to ensure reliable and functional backend operations.

WEB SCRAPER PROTOTYPE | C#

Built using C#, this web scraper site collects data from various websites and presents it in an organised manner. The scraper collects information and the data is then stored in a database and displayed on a user-friendly website interface. The scraper is designed to be flexible and adapt to scrape different types of websites.

CHAT APPLICATION DEMO | PHP & MySQL

This PHP and MySQL chat application allows users to sign up, view other signed-up users, and start chatting. Users can log out and log back in using their email and password, and their active status is displayed to others. The app enables users to log out easily, where the user is redirected to the login page and their status changes to offline.

MEDIA PLAYER PROTOTYPE | Java

This media player was made using Java and includes basic controls such as play, pause, and stop, along with the ability to skip forward and backward in the track. Through this project, I gained experience with Java programming concepts such as object-oriented design, event-driven programming, and GUI development.

CRM WEB APPLICATION | Java

This Customer Relationship Management (CRM) system is built using Java. The system features a secure log-in screen and manages persistent data storage in a MySQL database. The list view is highly customizable, allowing users to sort and filter contacts with ease. I also developed a dashboard view that provides a visual representation of key metrics and KPIs. Finally, I deployed the application to the cloud, and users can install it on both mobile and desktop devices.

Professional Experience

TOP TIER CAKE SUPPLIES | *Digital Sales Specialist*

2021 – Present

- Played a pivotal role in expediting the development and launch of the company's online Shopify store during the COVID-19 pandemic and associated lockdowns, facilitating contactless delivery and operations and ensuring uninterrupted business continuity.
- Developed website graphics and custom features, including a bespoke image gallery and a dedicated page with an upload image function for ordering custom edible image prints and submitting cake inquiries.
- Oversee and manage critical aspects of online operations, including invoicing, order delivery and stock management, as well as liaise with wholesale suppliers to ensure accurate stock levels in reflection of marketing data analytics.

ASSA ABLOY | *Customer Experience Representative*

2018 – 2020

- Exceeded performance targets by handling high volumes of telephone and web enquiries, displaying excellent customer service skills.
- Utilized extensive technical knowledge to resolve warranty cases, resulting in improved customer satisfaction ratings and higher first call resolution rates.
- Collaborated with cross-functional teams and proactively responded to price enquiries, generating orders, and contributing to the company's sales growth while ensuring timely delivery and customer satisfaction.

TOTAL CONSTRUCTION | *Acting Office Manager*

2018

- Successfully managed front desk reception, handling incoming phone calls, web enquiries, and walk-ins.
- Efficiently scheduled meetings and monitored employee locations across multiple construction sites, ensuring effective communication and coordination.
- Proactively set-up boardrooms and arranged catering for ample client meetings, sometimes at short notice, resulting in positive feedback and repeat business.
- Demonstrated strong attention to detail and administrative skills by regularly filing and updating changes to contract documents across print and electronic platforms, supporting the work of contract administrators and contributing to the company's compliance.