

# LAURA SMITH

www.linkedin.com/in/laura---smith

lurasoftwareengineer@gmail.com

---

## SUMMARY

- Organised full-stack software engineer with good communication skills. Enjoys working in a team and can perform under pressure
  - Proven ability to learn new programming languages like Kotlin and PHP on-the-job
  - Experience with teamwork and pair-coding in Agile environments
  - A focus on delivering practical solutions and improving user experiences from my role in customer support
  - Enjoys hiking, climbing, and being outdoors. Ex-Scout with DofE Bronze and Silver awards
- 

## TECHNICAL SKILLS

- **Languages:** Kotlin, JavaScript, PHP, HTML, CSS, Python, SQL
  - **Frontend:** React.js, Bootstrap, Netlify
  - **Backend:** MongoDB, Mongoose, Express.js, Django, Node.js, Heroku
  - **Deployment:** Test-Driven Development (TDD), Cypress, Jenkins, GitHub Pages
  - **Ways of Working:** Agile, Scrum, Kanban, Pair Coding
- 

## EDUCATION

### Software Engineering Immersive Bootcamp

General Assembly (GA)

- Studied online part-time while working at Comma
- Gained expertise in full-stack web development, including HTML, CSS, JavaScript, React.js, Node.js, Express, MongoDB, and SQL
- Built and deployed full-stack applications, adhering to MVC and REST architecture
- Practiced Agile development, utilizing Git for version control and team collaboration

### Bachelor of Mathematical Sciences

Bath University

- Graduated with 2:2 honours. Developed strong analytical and problem-solving skills applicable to software engineering
- Worked in procurement for one year on placement at GSK

### A-Levels

Peter Symonds College

- A\* Mathematics
  - A Further Mathematics
  - A Physics
  - B Chemistry
-

---

## CAREER HISTORY

### Career Break

September 2023 - Present

- Took time to travel in England and Europe, and experience living and working abroad, as a hostel receptionist in Croatia

### Software Engineer , Fluro

July 2022 - September 2023

*A scale-up white label and own-brand loans company*

- Completed bug fixes and updates from our Jira board, both independently and collaboratively, making use of pair-coding and mentoring
- Developed new features for our internal software. This involved talking with customer support team to understand business requirements and proposing feasible halfway solutions to reduce the delivery time, then adapting and completing the Jira ticket
- Migrated website pages to a new format in line with a company rebrand, getting sign-off from our designer before pushing to production
- Learned and applied Kotlin and PHP in production

### Customer Support Associate , Comma

December 2021 - May 2022

*A software startup using open banking to automate payments from small businesses*

- Raised engineering tickets for new features and bug fixes, negotiating between the engineering team and end-users
- Developed a comprehensive public support materials library which streamlined customer service operations and reduced response times
- Delivered technical support via email, phone, instant messaging and video calls
- Trained new sales and support colleagues

### Business Development Associate , Comma

November 2020 - November 2021

*A software startup using open banking to automate payments from small businesses*

- Managed the full sales cycle. This included researching potential new clients, cold outreach, demonstrating the product, and then onboarding and training clients
- Planned and conducted pilot schemes for early adopters, improving their relationship with Comma through weekly meetings, gathering feedback, and discussing user requests with engineers and management
- Created and maintained an FAQ for our users
- Planned and conducted our CRM system migration from research phase through to implementation, resulting in automated email outreach and saving time

### Strategy and Procurement , GSK

June 2018 - June 2019

*A multinational pharmaceutical company*

- Joined GSK's internship programme as a placement year during university
  - Responsible for tracking our supply chain savings opportunities pipeline and reporting regularly to senior management
  - Planned and conducted internal audits to check compliance with Standard Operating Procedures (SOPs) across the department
  - Carried out research for contract manufacturer change proposals including calculating potential savings and SWOT analysis
-

---

## PROJECTS

- **Space Invaders Game:**

A front-end game developed using HTML, CSS, and JavaScript, applying object-oriented programming techniques

[github.com/laura-arch/spaceinvaders](https://github.com/laura-arch/spaceinvaders)

- **Walkies:**

Full-stack application built with React.js (frontend) and Node.js/Express (backend), integrating MongoDB and third-party APIs to allow users to connect with each other and arrange meeting up to dog-share

[github.com/laura-arch/walkies-backend](https://github.com/laura-arch/walkies-backend)

[github.com/laura-arch/walkies-client](https://github.com/laura-arch/walkies-client)

- **LSS Calendar:**

A Calendar featuring NASA's image of the day from their public API

[github.com/laura-arch/project-2](https://github.com/laura-arch/project-2)

- **Idun-Jord:**

A shopkeeper's tool utilizing React and MongoDB for plant shop owners to track and sell stock online

[github.com/laura-arch/Idun-Jord](https://github.com/laura-arch/Idun-Jord)

[github.com/laura-arch/Idun-Jord-Frontend](https://github.com/laura-arch/Idun-Jord-Frontend)