

# Anna Werno

Worthing, West Sussex

[Email](#) | [Website](#) | [LinkedIn](#)

I am an adaptable and proactive communicator with a passion for coding and creating engaging, user-friendly interfaces. My recent experience as a Junior Web Developer has honed my skills in WordPress development and front-end design, while my background in Application Support has strengthened my troubleshooting and technical support abilities. Driven by curiosity and continuous learning, I am now seeking my next challenge and an opportunity to contribute to innovative projects, expand my technical expertise and grow within a dynamic team.

## Technical Skills

- HTML & CSS
- JavaScript & jQuery
- PHP & SQL
- WordPress (including ACF Pro)
- Bootstrap
- Git & GitHub

## Transferable Skills

- Strong effective communicator
- Stakeholder management
- Adaptable with strong time management skills
- Resourcefulness
- Decision making
- Organised, reliable and resilient

### Nov 2023 – Present      **Junior Web Developer, made by: flawless**

- Assist in developing and maintaining custom WordPress websites, including both single and multi-site installations, for a variety of clients ranging from small businesses to global organizations.
- Collaborate with design and development teams to translate design concepts into responsive, user-friendly WordPress sites, using HTML, CSS, PHP and JavaScript whilst maintaining clean, DRY code.
- Assist with testing and maintenance of websites and associated applications, supporting quality assurance and troubleshooting efforts.
- Support the maintenance of technical documentation and streamline workflow processes to promote effective collaboration across teams.

### May 2023 – Nov 2023      **Junior Application Support Developer, Lending Metrics**

- Provide effective first line technical support for applications and software.
- Build Decision Engines, maintaining high quality output and ensuring strict adherence to delivery deadlines.
- Support the projects and development teams in providing new features, solutions and implementations, contributing to sprint backlogs.
- Assisting in coding, testing, debugging and documenting software, ensuring code is efficient, reusable and reliable.
- Managing the ticket support system for clients, effectively working to resolve tickets in a timely manner and in accordance with agreed SLAs.

### Sept 2022 – May 2023      **Studying Web Development**

- Currently mastering front end web development through dynamic self-learning.
- Curating an online portfolio of projects, hosted on [Github](#) and [Netlify](#).
- Volunteering as an organiser of [codebar](#) Southampton, a charity that run free coding workshops for women, non-binary, LGBTQ+ & ethnic minorities to increase diversity in tech.

### Feb 2020 – Sept 2022      **Office Manager, Pace Recruitment Services Ltd**

- Managed 1 direct report and up to 10 indirect staff to drive exceptional business performance.

- Built a strong support function within a new business, developing tools and internal processes in all areas including operations, HR and onboarding, payroll and finance.
- Marketing and website management using WordPress.
- Oversaw the successful integration of a new CRM system.
- Compliance management and implementing legislation changes.

**Dec 2019 – Jan 2020      Payroll & Benefits Analyst, Specsavers Optical Group Ltd**

- Streamlined operational processes for improved efficiency.
- Supported Payroll team with payroll deadlines.
- Provided customer service to stakeholder on any questions relating to payroll and benefits.

**Nov 2014 – Nov 2019      The Works Staffing Solutions Ltd**

**(May 2015 – Nov 2019) Office Manager**

- Supervised and mentored 2 direct reports and up to 15 indirect staff.
- Established and developed a high-performing support function within a growing business.
- Streamlined financial & supplier management processes.
- General HR duties & implementation of legislation changes.
- Office management to ensure the smooth running of all day-to-day operations.
- Promoted and supported internal and external incentives and marketing campaigns.

**(Nov 2014 – May 2015) Payroll Coordinator – Maternity cover**

**Feb 2014 – Nov 2014      Payroll Coordinator, PPHE Hotel Group**

**Mar 2012 – Feb 2014      HR Coordinator/PA to General Manager, Park Plaza Victoria (PPHE Hotel Group)**

**Jul 2005 – Mar 2012      JD Wetherspoon PLC**

**(Mar 2011 – Mar 2012) Heathrow Recruitment & Training Manager**

**(Jul 2005 – Mar 2011) Shift Manager**

**Training**

- **Build Responsive Real-World Websites with HTML and CSS** (Udemy)
- **Crash Course: Build a Full-Stack Web App in a Weekend!** (Udemy)
- **Figma UI UX Design Essentials** (Udemy)

**Qualifications & Certifications**

- Level 3 Certificate in Human Resources Practice (CIPD).
- Level 2 & 3 NVQ in Customer Services (City and Guild).

**Education**

Brooklands College, Weybridge

2001 – 2003      A Level Geology; General Studies; AS Level English Language, Media and Film Studies

St Marks RC School, Hounslow

1996 – 2001      10 GCSEs (A-C) including English, Maths, Science, Geography, French and Physical Education

Polish Saturday School

1996 – 2000      GCSE Polish Language

**Other Information**

Languages      English – fluent, Polish – basic

Interests      Outside of coding, I enjoy crafting, especially loom weaving along with traveling, discovering new foods, films and books.