

## **MERCEDES TARGA CHASE-KELLY**

### **PERSONAL PROFILE**

A motivated and adaptable professional with strong communication skills and a passion for problem-solving. Experienced in fast-paced, dynamic environments, able to multitask effectively and adjust to evolving priorities. Enthusiastic about applying technical knowledge to deliver efficient solutions and support users.

### **KEY SKILLS**

- Active Listener
- Attention to Detail
- Competent User of MS Office
- Decision Making
- Team Player
- Time Management

### **QUALIFICATIONS**

**Full-Stack Engineer, IT Career Switch** **March 2021 – October 2025**

- Software Developer

**EHWLC, Southall** **September 2011 – July 2014**

- BTEC Level 3 Extended Diploma in IT: DDM
- BTEC Level 2 Diploma in IT: D\*

**Dormers Wells Sixth Form, Southall** **September 2009 – July 2010**

- City and Guilds Level 1 and Level 2 NVQ in Ceramics

**Dormers Wells High School, Southall** **September 2004 – July 2009**

- 7 GCSE's covering English, Maths, and IT

### **WORK EXPERIENCE**

**Sainsbury's, Hayes** **November 2023 – December 2023**  
**Online Picking**

A temporary Christmas job lasting 4 weeks. During this time I worked as part of a small team and assisted the team with picking customer orders, over the busy festive period. I often collaborated with other departments and occasionally assisted with stock replenishment.

**Iceland, Staines**  
**Online Picking**

**March 2023 - November 2023**

- Ensuring orders were ready for dispatch
- Picking and preparing customer orders
- Replenishing and maintaining stock

**Royal Mail, Hounslow**  
**Mail Sorter**

**November 2022 – December 2022**

A temporary Christmas job lasting 7 weeks. During this time I worked as part of a large team and was responsible for processing vast amounts of mail. I regularly collaborated with other departments and occasionally assisted other areas where necessary

**B&Q, Yeading**  
**Customer Advisor**

**March 2022 – August 2022**

- Advising and guiding customers
- Collaborating with departments
- Floating between departments
- Handling enquiries and complaints
- Opening and closing the store
- Replenishing stock and facing

**IWG Regus and Spaces, London**  
**Community Associate**

**December 2017 - March 2021**

- Administrative duties
- Arranging catering
- Client move ins and move outs
- Conducting tours
- Floating between centres
- Following COVID-19 safety procedures
- Handling enquiries and complaints
- Liaising with suppliers
- Opening and closing the centre
- Organising networking events
- Training new starters
- Troubleshooting IT issues

**Greggs, Southall**  
**Team Member**

**Southall April 2017 – December 2017**

- Cashier
- Opening and closing the store
- Preparing food and beverages
- Training new starters

**REFERENCES AVAILABLE ON REQUEST**