

# KELLY O'KEEFE

kellyokeefe.tech



## EDUCATION

### Bachelor of Arts

Open University  
2.1 in English Literature

2023

### MSc

University of York  
Computer Science with Artificial Intelligence

2024 (begins)

## EXPERIENCE

### Customer Success Specialist

Pitchup

Using Salesforce CRM to help B2B and B2C customers with any queries or problems. Working fully remotely as part of a larger team to individual and team KPIs.

2023-NOW

### Group Sales & Tourism Officer

Royal Shakespeare Company

Developed relationships with trade and group bookers, attended trade shows, planned marketing activity, managed the tourism budget.

2013-2021

### Theatre Receptionist

Wolverhampton Grand Theatre

Acted as fire warden and keyholder for the building, and monitored CCTV. Welcomed visiting acting companies, answered incoming calls and other administrative tasks as required.

2007-2013

## REFERENCES

Available on request

## ABOUT

I am a career switcher based in the West Midlands, UK. with twenty years experience in customer service roles. I am seeking an entry-level position to further develop my skills My preferred tools are GitHub and VSCode

## SKILLS

HTML & CSS

JavaScript

React.js

Bootstrap

SQL

Responsive Development

## QUALIFICATIONS

### SheCodes

Max Workshop / Front end developer qualification

### Code First Girls

- Introduction to Web Development
- Introduction to JavaScript
- Data & SQL (current)

## CONTACT

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