KELLY O'KEEFE

kellyokeefe.tech



EDUCATION

Bachelor of Arts

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Open University
2.1 in English Literature

MSc (2024 (begins)

2023

2023-NOW

2013-2021

2007-2013

University of York

Computer Science with Artificial Intelligence

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.

Group Sales & Tourism Officer

Royal Shakespeare Company

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

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.

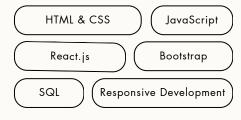
REFERENCES

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



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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