

Harry Marah

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I took the initiative to teach myself to code after being furloughed in April 2020. After two years of self-led education, I embarked on building a full-stack project of my own, *HotDesk* (see pg.2 for details) to showcase my newly acquired skills. Building this project has given me insight into the product development lifecycle, helped me understand how to maintain momentum and reduce bottlenecks when programming, and improved my technical skills - something I am continuously seeking to do. It also gave me the confidence to begin working as a freelance Tech VA & Wordpress Web Developer while furloughed.

In addition, I have spent a decade in the hospitality and airline industries gaining valuable transferable skills in stakeholder relationship-building, strong written and verbal communications, organisation, strategic planning and advanced problem-solving. I have a proven track record as a strong team player, fast learner and natural leader who can not only adapt seamlessly to new environments and challenges, but thrives on doing so. I believe this unique blend of skills and experiences makes me the ideal candidate for this position.

Career Summary

Freelance Tech VA and WordPress Web Development

June 2020 – Present

Employing my growing technical skills and confidence, I started my own freelance Tech VA and Web Development business while furloughed. I collaborate with entrepreneurs on tasks including building and maintaining Wordpress websites, setting up email marketing processes and campaigns, building landing pages, setting up online schedulers and various other ad hoc technical tasks. Assignments have included designing graphics, posters and other marketing literature, alongside copywriting and editing, to support clients in delivering high-profile projects to organisations including Cisco, Salesforce and the NHS.

Key Responsibilities:

- Built strong online presences for clients by collaborating with them to create web strategies to support achievement of their stated goals
- Advised clients on how to increase email marketing audiences x10 times and created templates for them to implement
- Empowered clients to feel confident making changes to their own websites by coaching them virtually and breaking processes down to simple, user-friendly steps
- Built trust with clients by providing an open line of communication and transparency surrounding completion times, with a clear breakdown of each task

Cabin Crew – British Airways PLC

February 2017 – April 2022

Regularly led the service of any assigned cabin, including First and Business Class, directing a small team of 4-6, delegating tasks and responsibilities. Supported the on-board manager, allowing them to focus on ensuring a superior in-flight customer experience. Regularly received written and verbal accolades for hard work and exceptional service in my flying career.

Key Responsibilities:

- Established high levels of communication and organisation by setting team expectations pre-departure, consistently exceeding Service Level Agreement targets
- Adhered to strict safety-related standard operating procedures and service standards, ensuring these were upheld by taking the time to coach and mentor newer crew members on these standards
- Liaised with team members on service delivery to ensure expectations could be met, adapting requirements as needed
- Established an environment where the team could be most effective by conducting 'galley chat' ceremonies before each service, equipping team members with the relevant information to ensure their success
- Administered First Aid on board in a calm and professional manner, when required, and communicated with doctors on the ground as necessary

IQVIA - ONS COVID Infection Study Worker

June 2021 – July 2022

Scheduled visits to participant volunteer households, completed surveys with participants, delivered self-administered swab PCR tests and finger pick antibody tests to participants, and dispatched samples to courier in accordance with strict timescales.

Key Responsibilities:

- Operated according to strict safety and GDPR procedures to ensure safety for participants and their data
- Transported samples to a courier ensuring lab arrival within a specified timeframe
- Stayed up to date with procedural changes and took ownership of familiarising myself with updates
- Managed my own schedule to maximise client visits

Bar Supervisor/Interim Manager – The White Horse Public House

March 2018 - April 2020

Managed staff on shift and ensured high standards of cleanliness and customer service were upheld. Regularly acted as Interim Manager to cover landlords' holidays, including the overseeing of a sister pub.

Key Responsibilities:

- Processed business finances, business banking and deposited takings
- Evaluated labour costs by analysing customer flow vs on-shift staff and adjusting accordingly
- Conducted regular stocktakes and orders, maintained appropriate stock levels without accumulating unnecessary extra product or exhausting all stock

Bar Staff – The Black Horse Chorleywood | 2012 - 2015

Recruitment Consultant – The A&E Agency | 2015 - 2016

Bar Supervisor – The Stag Pub Chorleywood | 2016 - 2017

Core Skills

- EXCELLENT COMMUNICATION
- TEAM MENTORING AND COACHING
- NUMERATE & ANALYTICAL
- MULTIPLE PROGRAMMING LANGUAGES
- ADVANCED PROBLEM-SOLVING
- ORGANISATIONAL KNOW-HOW
- HIGHLY SOCIAL
- POSITIVE CAN-DO ATTITUDE
- FAST-THINKING & ADAPTABLE
- DIVERSITY & INCLUSION

Digital Product Development Projects

HotDesk Desk Booking Application | [GitHub Repository](#) | [Live Project](#)

HotDesk is a full-stack, user-experience focused, express application designed for employees to book desks in flexible office locations provided by employers. I chose this project as an example of an application sought after in today's hybrid-model working world, where employees split their time between office and home working.

Core Technologies:

- HTML
- CSS
- Bootstrap
- JavaScript
- Node.js
- Express
- EJS
- Mongoose
- MongoDB
- React
- Solidity

Education

St Clement Danes School & Sixth Form – September 2006 – August 2013

12 GCSE's A* - B | A-Levels - English Language, Maths, Spanish