

ISAAC GCHANIEL

JUNIOR WEB DESIGNER | WEB CONTENT ADMINISTRATOR | UI DESIGNER

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PROFILE SUMMARY

Results-oriented and technically skilled professional with a strong knowledge in web design, complemented by recent training in web and software development. Possesses hands-on expertise in web design, HTML, CSS, and technical skills such as command line and GitHub. Adept at utilising analytical and critical thinking for problem-solving with a keen eye for detail. Demonstrates an impeccable work ethic, strategic planning abilities, and effective time management. Proven ability to deliver exceptional customer service and collaborate within diverse teams.

HARD SKILLS

Basic Web Design
Formatting Web Pages
Tags Listing
Meta and Link Tags
Hyperlinks
Display and Create Image Maps
I-Frames
Cascading Style Sheets (CSS3)
Rollover Buttons
Page Layout
Absolute & Relative Positioning
Functional Programming

SOFT SKILLS

Analytical & Critical Thinking
Impeccable Work Ethic
Time Management
Strategic Planning
Customer Service
Problem-Solving
Communication
Deadline-Driven
Detail-Oriented
Collaborative
Conscientious
Organisation

TECHNICAL SKILLS

Microsoft Excel
Microsoft Word
Microsoft Teams
Microsoft Outlook
Microsoft PowerPoint
Adobe Acrobat Reader
Zoom
HTML
CSS
Command Line
GitHub
UI Design

EDUCATION & TRAINING

Advanced Web & Software Developer Diploma | PITMAN Training.

2025

- HTML
- CSS
- Bootstrap
- Command Line
- GitHub
- Version Control

BEng (Hons) Computer and Electronics Engineering | University of East London

2010-2014

Foundation Certificate in Engineering | Cambridge Ruskin International College (CRIC)

2010

DESIGN PORTFOLIO

- Embedded documents within the HTML documents by using I-frame tags to specify inline frames whilst creating and adding links, images, and other media to the website.
- Utilised HTML to develop the website content including a landing page with three additional pages namely contact, about, and FAQ.
- Created, edited, and manipulated web typography as well as created and embedded link lists and tables into pages.
- Maintained site formats and structural integrity by defining elements and content using the CSS3 box model.
- Kept site load times to a minimum by effectively implementing CSS3 syntax to style website pages.
- Developed a personalised website as part of the web development programme final assignment.
- Utilised multiple style attributes to set the style of HTML elements and therefore style webpages.
- Explored various website hosts taking into consideration type, security, features, and pricing.
- Determined the theme of the website in order to be eye-catching and user friendly.
- Used CSS3 Dynamic Properties using transformations, transitions, and animations.
- Created HTML webpages using HTML Editors Visual Studio and Brackets.
- Selected a subdomain in order to obtain the domain URL.

WORK EXPERIENCE

Thank you for your
consideration.

Customer Service Associate (SDS) | Amazon UK

August 2019- Present

- Responded to customer inquiries and provided information about products, orders, and services.
- Utilised multiple communication channels, including phone, email, and chat, to assist customers.
- Collaborated with other teams to ensure timely and accurate order fulfilment.
- Provided product recommendations and information to assist customers in making informed decisions.
- Identified and analysed customer needs to offer appropriate solutions.
- Generated reports on customer service metrics and contributed to continuous improvement efforts.
- Shared knowledge and insights to contribute to a positive team environment.
- Collaborated with team members and other departments to ensure a seamless customer experience.
- Escalated complex issues to higher-level support or relevant departments for resolution.

Production Team Member | TPS Visual Communication, Letchworth Graden City

January 2015 – June 2015

- Operated and monitored production machinery to ensure accurate and efficient output.
- Performed routine maintenance on machinery to ensure optimal functionality.
- Collaborated with quality control team members to maintain high-quality standards.
- Communicated effectively with colleagues and supervisors to coordinate tasks and address any challenges.
- Adhered to safety protocols and guidelines to maintain a secure working environment.
- Assisted in managing and organising raw materials and finished products.
- Provided feedback and suggestions for optimising production workflows.
- Participated in team meetings to discuss process improvements and efficiency enhancements.
- Kept accurate records of inventory levels and reported shortages or excesses.

Production Team Member | Barmans LTD, Royston

June 2014 – August 2014

- Operated and monitored production machinery to ensure accurate and efficient output.
- Conducted routine maintenance on machinery to ensure optimal functionality.
- Conducted visual inspections of finished products to ensure they met quality specifications.
- Communicated effectively with colleagues and supervisors to coordinate tasks and address any challenges.
- Participated in team meetings to discuss process improvements and efficiency enhancements.
- Assisted in managing and organising raw materials and finished products.
- Provided feedback and suggestions for optimising production workflows.
- Kept accurate records of inventory levels and reported shortages or excesses.
- Followed established processes and guidelines to meet production targets and quality standards.

Sales Assistant | Yemtox LTD, Cambridge

May 2013 – May 2014

- Greeted and assisted customers in a friendly and professional manner.
- Assisted the sales team in achieving revenue targets and goals.
- Stayed informed about Yemtox LTD's product line and industry trends.
- Maintained organised and up-to-date customer files.
- Collaborated with the sales team to coordinate sales efforts.
- Communicated effectively with other departments to ensure a smooth workflow.
- Assisted in regular inventory counts and reconciliation.

Prior Experience Available Upon Request

LANGUAGES

English (Fluent)

HOBBIES

Travelling | Playing musical instruments.

REFERENCES AVAILABLE UPON REQUEST

Thank you for your
consideration.