

# NATALIE RAWSON

Product Development Support

+44 07380330972

natalierawson.github.io

n.rawson@outlook.com

Sheldon, Birmingham, UK



## SUMMARY

A highly adaptable IT professional with a multi-disciplinary approach to delivering software solutions that support the NHS. Three years of experience with NHS standards and best practices for patient-facing applications. Analytical and positive in the face of a challenge.

## CERTIFICATIONS

### ISTQB CTFL (2018)

BCS, November 2022

### PRINCE2 Foundations

Knowledge Tree, August 2021

## SKILLS

- Documentation
- Reports
- Presentations
- Client collaboration
- QA
- Agile methodologies (Scrum and Kanban)
- Frontend web development
- Product management
- Project management

### Technology

- Microsoft Office, G-Suite
- Atlassian: Jira, Confluence
- Mailchimp
- HTML5, CSS3, JS, jQuery, React, SASS, SQL

## EDUCATION

### Certificate of Web Design and Development

University of Massachusetts Lowell, 2016 - 2017

### Bachelor of Music in Voice Performance

The Boston Conservatory at Berklee, 2010- 2014  
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## PROFESSIONAL EXPERIENCE

### Product Development Support

Substrakt Health | Birmingham, UK | May 2021 - Present

- Collaboration with NHS ICB clients to capture application requirements.
- Providing project and release progress updates for ICB clients.
- Identification and documentation of bugs for the development team.
- Writing development tickets to break down project work for the development team.
- Holding meetings with the development team to ensure ticket clarity and project comprehension.
- Creation of weekly usage reports for our clients to understand user habits and activities.
- Presentation of internal progress reviews at the end of each agile cycle.
- Capturing and presenting existing application features for accreditation processes.

### Health Technology Administrative Support

Substrakt Health | Birmingham, UK | November 2020 - May 2021

- Handling sensitive user and clinical data to fulfill NHS medication requests to bridge a temporary technological gap in application capabilities.
- Troubleshooting and collaboration within the operations team in the event of automation failure.

### Junior Web Developer

5874 Commerce | Birmingham, UK | December 2019 - March 2020

- Creation of flexible web solutions using the latest in frontend technology to accommodate the fast-paced and varied world of retail.
- Collaboration with project managers and the wider development team to understand client needs and the best practice for the creation of ecommerce websites.