ADRIANA SZETLAK

Portfolio:
https://adrianamagdalena.
github.io/portfolio/

CONTACT

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Budapest

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TECHNICAL SKILLS

- Windows
- Linux
- HTML5
- CSS3
- Jira
- Git

Currently learning:
- JavaScript
- Sass

LANGUAGES

- POLISH – native
- HUNGARIAN – C1
- ENGLISH – B2

INTERESTS

- Linguistics
- Hungarian literature
- Translation and interpreting
- Creating Pixel Art
- Video games
- Crocheting, knitting, embroidery

ASPIRING FRONT-END DEVELOPER

Highly motivated and passionate about web development, I am seeking an opportunity to kickstart my career as a Front-End Developer. With a strong foundation in coding principles and a keen eye for design, I aim to create captivating user experiences.

Although I have not yet had the opportunity to work professionally in the field of front-end development, I have dedicated countless hours to self-study and personal projects, gaining valuable insights from others and actively refining my work for exceptional user experiences.

PROJECTS

- https://adrianamagdalena.github.io/PixartAdri/
  [HTML, CSS, JavaScript]
- https://adrianamagdalena.github.io/huddle-landing-page/
  [HTML, CSS]
- https://adrianamagdalena.github.io/stats-preview-card/
  [HTML, CSS]

WORK EXPERIENCE

SITE EDITOR at **Foundever** (previously: **Sykes Közép-Európa Kft.**)
2021.07 – now | Budapest

- Manual testing of customer's website in production and during development
- Reporting discovered bugs and defects on the website to SharePoint and Jira
- Monthly analysis of data about customer experience on the website
- Suggesting changes to the website based on analyzed CX
- Substituting Team Leader in case of their absence
- Training new Team Members

SERVICE DESK ANALYST at **TATA Consultancy Services Ltd.**
2019.04 – 2021.06 | Budapest

- Providing software and application support on first line of IT support
- Managing calls and emails about computer/software issues in Polish
- Remotely solving IT issues and redirecting all out-of-scope issues to proper teams
- Advising customers on software and service requests
- Creating and handling tickets in ServiceNow system
- Preparing and updating training materials based on current processes
- Delivering technical training to team members in English

EDUCATION

Master's degree in Hungarian Studies
Uniwersytet Warszawski (University of Warsaw)
2017 – 2019 | Warsaw, Poland