# Alex Horodnic

Software Developer

Athens, Greece
alex@alexhorodnic.com • linkedin.com/in/alex-horodnic • GitHub • alexhorodnic.com

## EDUCATION

**BSc Computing (Application Development)**                                                   **June 2022**
University of Bolton

## TECHNICAL SKILLS

- o **Programming Languages & Databases**:
  HTML, CSS, JavaScript, TypeScript, Java, MySQL, Oracle, MariaDB
- o **Frameworks & Technologies**:
  Angular, React, Spring, Oracle ATG, Docker, Google Analytics, Tag Manager, VPS Hosting
- o **Project Management & Version Control**:
  Git, Bitbucket, Jira, Figma, FileZilla, Postman

## EXPERIENCE

**Software Developer**
**Public Group, Athens, Greece**                                                   **July 2022 - Present**

- o Key improvements were made to the company's primary e-commerce platform, focusing on enhancing both functionality and user experience. This included resolving critical bugs in areas such as the cart, checkout process, product listings, payments, VAT deductions, and account authentication, ensuring smooth and reliable operations.
- o Several parts of the application were redesigned based on updated business requirements. These efforts were crucial in the successful overhaul of the company's largest project, improving performance and aligning with strategic objectives.
- o Various SEO optimization techniques were implemented to boost the platform's performance and visibility, leading to increased user engagement. A major contribution was the development of a collaborative landing page showcasing Audiobooks, created in partnership with another company. This allowed users to easily try out a free trial, enhancing engagement and supporting customer acquisition.
- o Throughout the development process, clear communication with project managers ensured timelines were met and project goals achieved. These efforts have been instrumental in advancing the platform and its ongoing success.

**Customer, agent & Technical Support**
**Western Union Financial Services, Athens, Greece**                                   **April 2021 - 2022**

- o Handled the processing of customer money transfers, including tasks like creating and editing accounts, generating coupons, updating personal information, and tracking transfers. Also responsible for account and code authentication to ensure secure transactions.
- o Verified customer documents and escalated cases through the company's CRM system, Salesforce, to the correct departments, making sure more complex issues were addressed. Assisted customers with their inquiries and resolved concerns in a timely manner.

- Provided support to agents across Europe with transaction-related questions, limits, and technical issues. This included helping with software installations to ensure agents could work efficiently and without disruption.
- These efforts helped improve customer satisfaction and provided better technical support, ensuring smooth operations across different regions.