

Anna Ulyanova

Junior Full Stack Web Developer

PERSONAL DETAILS

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Address: 67A Ferndale Road, Mt Wellington, Auckland, 1060
Residency status: Resident visa

KEY SKILLS

- JavaScript, ECMAScript 6.
- React.js, Redux, JSX, Webpack.
- Node.js, Express.js, Handlebars.js (server-side rendering and APIs).
- Superagent, Axios.
- MySQL, Knex.js, PostgreSQL.
- Unit testing: Ava, Supertest, Tape, Cheerio, Jest.
- HTML5, CSS3, jQuery, Skeleton, Bootstrap.
- GitHub, Command line.
- Pair-programming.
- Agile practices.

PROJECTS

- [goFlat](#)

Final group project at EDA bootcamp, created with the team of 6 graduates.
React, Redux, Webpack, Axios, Node.js, Express server, SQLite3, Knex.js, PostgreSQL.

- [New Zealand Great Adventure Hiking](#)

Personal project with client-side and server-side rendering.
React, Webpack, Superagent, Node.js, Express server, Handlebars.js, SQLite3, Knex.js, PostgreSQL, Google Maps API.

- [Enspiral Dev Academy Blog](#)

Server-side rendering application. Blog created during 9 weeks of the pre-bootcamp phase.
Node.js, Express server, Handlebars.js, SQLite3, Knex.js, PostgreSQL.

WORK EXPERIENCE

Exeed Ltd

April 2015 - October 2016

Auckland. IT Distribution company.

Sales Support and Operations

Responsibilities

- Technical sales support on leading IT vendors' products : HP, Apple, Microsoft, Samsung, Netgear.
- Building laptop, desktop and server configurations (HP Inc., Hewlett Packard Enterprise, Apple).
- Front line and backup support to the account managers.
- Calculating customer quotations and invoicing.
- Coordinating customers orders and return authorisation process.
- Managing administrative processes for accounts.
- Providing training and producing support material for new team members.

Medtech Global

March 2014 - December 2014

Auckland. The leading software provider of primary health solutions in Australasia.

Operations Coordinator

Responsibilities

Sales Coordination:

- Quotation, invoicing, financial documents control.
- Processing software licensing enquires and fees (i.e. upgrade license requests).
- Preparation and follow up of sales contracts.

Implementation projects administration:

- Coordination of customers' enquiries within implementation team.
- Responsible for project schedules and financial documents.

Customer service:

- Confer with customers in order to provide information about products and services, taking orders.
- Maintain customer records and databases, using automated system (CRM, Navision).
- Keep records of customer interactions and transactions, recording details of inquiries/complaints.

Croc Incorporated

January 2011 – February 2013

Moscow System Integrator, the leading Russian company in IT infrastructure creation.

Service Delivery Manager

Responsibilities

- Customer service and support in Computer and Storage System Department.
- Coordinating service calls for warranty support/Responsible for meeting SLAs requirements.
- Cooperation with leading IT hardware vendors: Dell, HP, IBM, EMC, Oracle, Hitachi, Symantec.
- Coordinating the work process between several departments and work teams.

- Tracking service agreements, warranty status and deadlines.
- Providing regular service reports directly to vendors and customers.
- Part's logistics management, using vendors' control systems.
- Responsible for warehouse of parts, depreciation control.
- Financial documents (payments) control.
- APOS sales (warranty support for Dell systems after point of sales).
- Updating and maintaining Knowledge Base.
- Presentations for new colleagues.

EDUCATION

Enspiral Dev Academy

- **Web development programme, 2017**

Full stack JavaScript bootcamp focused on ES5/6, Node.js, React, Redux.

Auckland University of Technology

- **Master of Service-Oriented Computing, 2013**

Core courses: Service Relationship Management, Cloud Computing, Service Science for IT, Service-Oriented Architecture.

Moscow Power Engineering Institute (Technical University)

- **Qualification of Engineer with the specialty in Information Systems and Technology, 2012**

Core courses: Information Systems Administration, CASE-technologies of Software Development, Computer and Systems Architecture and Management, Theory of Information Process and Systems.

VOLUNTEER

Coding Mentor at OMGTech

November 2016

Auckland. Education Management.

Project Assistant at Auckland Regional Migrant Services

March 2013 – July 2013

Auckland. Settlement support for NZ migrants.

LANGUAGE SKILLS

- **English** fluent
- **Russian** fluent / native

REFERENCES

Available on request.