

# **Flavia Morgulis**

## Right to Work in the UK

[flaviaefmorgulis@gmail.com](mailto:flaviaefmorgulis@gmail.com) | +447783085438  
[LinkedIn](#) | [GitHub](#)

### **PROFILE**

Tech-driven and multilingual professional transitioning into software engineering, combining a strong background in project management, customer operations, and IT systems with hands-on experience leading the development of a financial tracking app and overseeing database development. Proficient in programming fundamentals and passionate about designing user-focused, efficient, and reliable software solutions.

Recognised for analytical thinking, creative problem-solving, and the ability to translate business requirements into technical deliverables. Combines software development skills with customer service and business management insight to deliver solutions that are efficient, scalable, and aligned with organisational objectives. Collaborative and adaptable, bridging the gap between technical and non-technical teams to ensure clarity, precision, and impact in every project.

### **KEY SKILLS**

#### **Technical & Programming Skills**

- Programming Languages: Python | SQL | HTML | CSS | JavaScript
- Frameworks & Tools: Flask | SQLAlchemy | Git/GitHub
- Web & Database Development: Full-stack app development, database design, API integration
- Software & Productivity: Microsoft Office Suite, CRM systems, Databases, GitHub Projects, Agile tools

#### **Project & Business Management**

- Agile & Scrum | Project Planning | Resource Coordination | Budget Management
- Process Optimisation | Report Writing & Documentation | Requirements Gathering
- Stakeholder Communication | Cross-Functional Team Collaboration

#### **Design & Human-Centred Skills**

- Creative Problem Solving | UI/UX Awareness | User-centred Design | Human-Tech Integration
- Design Thinking

#### **Interpersonal & Professional Skills**

- Customer Service Excellence | Active Listening | Conflict Resolution
- Attention to Detail | Adaptability | Multicultural Teamwork | Calm under Pressure
- Compliance & Regulation Awareness (Health & Safety, GDPR, Data Protection)

### **PROFESSIONAL EXPERIENCE AND PROJECTS**

#### **Project Manager & Database Developer**

**2025 to present**

##### **Financial tracking App [GitHub Link](#)**

Tech Stack: Flask · SQLAlchemy · Jinja · HTML · CSS · JavaScript · SQL

- Led a team of developers in designing and implementing a financial tracking web application using Agile methodology.
- Managed project scope, tasks, milestones, and sprints using **GitHub Projects**, coordinating cross-functional team responsibilities to ensure timely delivery and effective communication.
- Designed and implemented the database schema using SQLAlchemy, defining data models, relationships, and integration with Flask backend APIs.
- Contributed to front-end development with HTML, CSS, and JavaScript, ensuring seamless data flow between the client and server.
- Focused on building a secure, user-friendly, and scalable application that demonstrates full-stack development principles and practical use of relational databases.

#### **Manager and Owner, Group Dynamics, Denmark**

**2023 to 2024**

- Established and grew a successful well-being practice focused on meditation and mindfulness
- Developed efficient administrative and office processes and procedures, including client onboarding, marketing, diary scheduling, billing, invoicing, and accounting
- Selects and maintained office technology, systems and equipment

#### **Customer Service Advisor, [Ruter Public Transport, Norway](#)**

**2022 to 2023**

Ruter plans and coordinates public transport for 1.5M people in the greater Oslo region.

- Worked in a fast-paced contact centre providing advice about services, resolving customer issues and in addition, supporting customers with additional needs to access bespoke service solutions
- Worked in a team to design processes and procedures for a new customer mobility service
- Selected to work with IT to improve system performance and integrate 4 customer software systems, ensuring legal compliance and contributing to faster customer response times
- Coordinated customer bookings across 4 systems and complied with legal and regulatory obligations
- Found creative solutions to customers' problems, balancing customer needs and company interests
- Collaborated with multiple teams, such as Transport Planning, Security, Legal and IT, to resolve customer issues rapidly and monitored outstanding problems through to resolution
- Wrote weekly reports for the management team, providing data and insights on customer complaints and making recommendations for IT improvements
- Selected to train new employees on systems and customer service approach

#### **Customer Service and Administration Officer, ISS A/S, Norway**

**2019 to 2021**

A global facility management services company with 400K staff serving 40K customers in 30 countries.

- Assigned to work in the catering facility at Norway's busiest hospital with 1.8K beds and 24K staff
- A blended role encompassing customer service, commercial target achievement and supporting the catering manager with administration
- Welcomed customers with care and respect, balancing the need for efficient operations for medical professionals with empathy and understanding for patients and visitors often facing distressing circumstances
- Mapped and streamlined operational processes and workflows to create more efficient ways of working
- Reconciled accounts and supported the manager with opening and closing procedures
- Assisted the manager in winning a 7-year tender by creating a report using multiple sources of visitation and financial data

#### **Founder Furu Creamery, Norway**

**2017 to 2019**

- Identified a market opportunity for plant-based cheese, conducting market, competitor and product research to create a business plan and launch a successful business
- Developed and implemented ingredient sourcing, product and marketing strategy and negotiated B2B and B2C sales contracts in Norway and Sweden
- Created policies and procedures to comply with stringent food production regulations
- Managed budgets and accounting
- Coordinated marketing and social media plans to attract new clients

#### **EDUCATION AND QUALIFICATIONS**

Lifelong learner with strong self-discipline, continuously undertaking training and self-study

- Diploma in Business Administration, Oslo  
Modules: Administrative Tasks in Public and Private Enterprises, Office Routines and Processes, Digital Tools, Law, Finance, Accounting, Sales and Marketing
- NCFE Level 2 in Understanding Coding
- Classical Singing, Claudio Abbado Municipal School of Music, Milan: Developed discipline, creativity, skills applied to software design and problem-solving.

#### **LANGUAGES**

- English, Portuguese, Italian: Full professional verbal and written proficiency
- Norwegian: Professional verbal and written proficiency

#### **VOLUNTARY EXPERIENCE**

##### **Girlguiding, London, UK**

- Assisted leaders in planning and running activities for youth groups, supporting engagement, safety, and smooth execution of educational and recreational programs.

##### **Hospital Israelita Albert Einstein, São Paulo, Brazil**

- Supported vaccination campaigns in underserved communities, assisting medical teams, communicating with families, and using play therapy techniques to improve participation rates.
- Conducted musical and artistic sessions for children in hospitals, creating a positive and engaging environment. Charity Fundraising Dinners, São Paulo, Brazil
- Managed events for up to 200 guests, including guest list creation, invitations, vendor coordination, and on-site logistics, ensuring seamless operations and a positive experience for attendees.

