

# HELIA TUTUEANU

## FULL STACK DEVELOPER

### CONTACT

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- Portfolio Website / LinkedIn / Github
- Athens, Greece / Open to Relocating

### SKILLS & TOOLS

#### FRONT-END & BACK-END

- HTML, CSS, JavaScript, Python, TypeScript, Django
- UI libraries & frameworks (React, Redux, Angular, Material, Bootstrap, SASS/SCSS, jQuery)
- NodeJS & Express
- MERN & MEAN tech stacks
- API building & integration (RESTful, Postman)
- Relational & non-relational databases (SQL, PostgreSQL, MongoDB)
- Mobile apps (React Native, Expo, PWA, Android Studio)
- Hosting & web services (AWS, Google Cloud/Firestore, Heroku, Render, Netlify, Atatus)
- AJAX & JSON
- Version control (Git)
- Test & behavior-driven development (unit, integration, acceptance, end-to end testing)
- Responsive design
- Functional & object oriented programming
- UX/UI (Personas, user stories, user flows)

### EDUCATION

#### CareerFoundry

##### Full-Stack Web Development Certificate

November 2023 - May 2024, Online

#### High School

Diploma

### LANGUAGES

- Greek - Native
- Romanian - Native
- English - C2 Proficiency

### PROFILE

Junior Full-Stack Web Developer with a background in customer service, team lead experience and expertise in HTML, CSS, JavaScript, and testing. Excellent understanding of customer needs, deep knowledge of user blocks in flawed system designs, ability to pinpoint causes of errors and debug them, and demonstrated results in fast-paced environments.

### PROJECTS

#### WEB DEVELOPMENT - CAREERFOUNDRY

##### Movies App

December 2023 - March 2024

*This app enables users to create accounts, browse the movies library, bookmark their favorites, is tested and bug-free, and more.*

- Created a non-relational database (MongoDB) to store user and movie data.
- Built a REST API with Node.js and Express, using Mongoose to interact with the database.
- Tested the API endpoints with Postman, deployed the API with Render.
- Created two single-page responsive applications for the client-side (React and Angular).

##### Chat App

March 2024

*This app provides users with a chat interface and options to choose a background, username, share images, audios, their location, is tested and bug-free, and more.*

- Technologies: JavaScript, React Native, Firebase, GiftedChat, Firestore, Expo and Android Studio.
- Chat conversations are stored in the Google Firestore Database and authenticated anonymously via Google Firebase.
- Messages are stored both online and offline, allowing users to access conversations at any time.

##### Meet App

February 2024

*This app enables users to search for upcoming events in their city, is tested and bug-free, and more.*

- Developed a progressive web app (responsive, cross-platform, offline, home screen shortcut) using React, to display events (a list and charts) via Google Calendars.
- Followed a test-driven-development approach, translating user stories into scenarios. Also performed unit and integration testing (Jest), acceptance testing (Cucumber) and end-to-end testing (Puppeteer).
- Implemented serverless functions (AWS lambda) to authenticate and authorise users (OAuth).
- Used Kanban board following agile processes.

### PROFESSIONAL EXPERIENCE

#### Senior Customer Service Specialist

TTEC - Booking.com Project

Athens, February 2023 – present

Assisted, coached and granted approvals to colleagues in regards to complex issues, resulting in a 30% increase in first-call resolution rates and a 25% decrease in average call handling time. Collaborated regularly with 15+ teams to handle various cases and enhance daily resolution. Investigated, diagnosed, troubleshooted and reported system errors. Researched vast system data. Created knowledge-bases and led presentations for coaching. Accessed and actioned on partner accounts.

#### Temporary Team Supervisor

TTEC - Booking.com Project

Athens, December 2022

Successfully managed a team of 20-25 people during Team Lead absence, meeting and exceeding performance targets and quality standards by 15%. This was achieved by implementing strategies to streamline workflows and optimize resource allocation, and by leading general and topic-specific meetings (weekly goals, coaching, etc.). Assisted with daily issues (non-product and product related). Handled PTO/VTO requests. Acted as a point of contact between frontline staff and management, escalating issues and providing timely feedback.