HELIA TUTUEANU

FULL STACK DEVELOPER

CONTACT

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🌐 Portofolio Website / LinkedIn / Github

📍 Athens, Greece / Open to Relocating

SKILLS & TOOLS

Web Development

Front-End & Back-End

• HTML, CSS, Python, JavaScript, TypeScript, Node.js, Django
• Libraries / Frameworks (React, Redux, Angular, Material, Bootstrap, SASS/SCSS, jQuery
• NodeJS & Express
• APIs (JSON, RESTful, Postman)
• Hosting & Web Services (AWS, Google Firestore, Heroku, Netlify)
• Relational & Non-Relational Databases (PostgreSQL, MongoDB)
• Responsive design
• AJAX & JSON
• Version Control (Git)
• Test & Behaviour Driven Development (unit, integration, acceptance and end-to-end testing)
• Functional & Object Oriented Programming
• Mobile Apps (React Native, Expo, PWA, Android Studio)
• 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 JavaScript, Python 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. Interested in working in the travel industry, open to any field.

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).

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.

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.

PROFESSIONAL EXPERIENCE

Senior Customer Service Specialist

TTEC - Booking.com Project
Athens, February 2023 – present

Assisted, coached and granted approvals to colleagues in regards to complicated issues, resulting in a 25% increase in first-call resolution rates and a 35% decrease in average call handling time. Collaborated regularly with 15+ teams to handle complex 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 2000+ 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 15-20%. 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.