# Jovana Vukovic

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**LinkedIn**: https://www.linkedin.com/in/jovana-vukovic-337592279/
**GitHub**: https://github.com/Jovana667
**Portfolio**: https://jovanareactportfolio.netlify.app/

Full-stack software developer with a certificate from University of Sydney's Coding Bootcamp, building on 6+ years of customer service experience at Woolworths Group. Combining both technical development skills with extensive practical business experience. Proven track record in problem-solving, communication, and digital platform support, ready to contribute these diverse capabilities to a software engineering role.

## Technical Skills

Frontend: *HTML5, CSS, JavaScript, jQuery, React, Bootstrap, Responsive Design*
Backend: *Node.js, Express, MongoDB, MySQL, GraphQL, REST APIs, Apollo Server/Client*
Tools & Technologies: *Git, JWT Authentication, Mongoose, Sequelize, Vite*

## Projects

***Paw Kingdom*** *| https://github.com/BDBevan/Pet-Supplies-Ecommerce*
*https://pet-supplies-ecommerce.onrender.com*                    *Full Stack Developer*

- *Modern e-commerce platform for pet supplies featuring comprehensive product management and user authentication.*
- *Developed user authentication system, shopping cart functionality, and GraphQL API integration while collaborating in an agile team environment.*
- Tools/Languages: React, Node.js, Express, MongoDB, GraphQL, Apollo, JWT, Bootstrap, Vite

***Book Search Engine*** *| https://github.com/Jovana667/Book-Search-Engine*
*https://jovanasbooksearchengine.netlify.app/*                    *Lead Developer*

- *Full-stack MERN application enabling users to search and save books using Google Books API.*
- *Refactored RESTful API to GraphQL, implemented user authentication, and developed responsive UI for seamless book management.*
- Tools/Languages: MongoDB, Express, React, Node.js, GraphQL, Apollo, JWT, Bootstrap

***Social Network API*** *| https://github.com/Jovana667/Social-Network-API*          *Backend Developer*

- *RESTful API for a social network platform enabling user interaction, thought sharing, and friend management.*
- *Designed and implemented comprehensive API routes for user management, thought creation, and reaction functionality.*
- Tools/Languages: Node.js, Express.js, MongoDB, Mongoose ODM

## Work Experience

***Woolworths Group**                                                                                    07/2022 - present*
*Real Time Analyst                                                                                        Sydney, NSW*
  ● *Orchestrated resource management and scheduling for large teams, optimizing workforce efficiency and coverage*
  ● *Developed and implemented strategic planning initiatives to address business impacts and unexpected events*
  ● *Led daily huddles to communicate updates and initiatives, maintaining clear communication channels across teams*

***Woolworths Group**                                                                                    11/2017 - 07/2022*
*Customer Service Representative                                                                          Sydney, NSW*
  ● *Managed concurrent customer interactions across multiple digital platforms, demonstrating strong technical adaptability*
  ● *Resolved complex e-commerce issues related to online ordering systems and digital payments*
  ● *Educated customers on digital platform features, increasing user adoption and reducing support needs*
  ● *Successfully handled escalated concerns while maintaining high customer satisfaction rates.*

**Education**

**Certificate, Full Stack Web Development**  -  University of Sydney                          Sydney, NSW