Jovana Vukovic
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Professional Summary

Results-driven person with 6+ years of experience at Woolworths Group, combining analytical expertise in workforce management with emerging full-stack development skills. Currently transitioning into web development through the University of Sydney's Coding Bootcamp, bringing a unique blend of technical aptitude and strong business acumen. Leveraging extensive experience in stakeholder management, problem-solving, and digital platform support to approach development projects with a user-centric mindset.

I am seeking to combine business experience with newly acquired technical skills to create efficient, user-friendly web solutions while pursuing growth opportunities in full-stack development.

Education

Coding Bootcamp | University of Sydney   **(May to November 2024)**

Work Experience

Real Time Analyst | Woolworths Group   **(July 2022 to present)**

- **Scheduling and Resource Management:** Managed annual leave requests, adjusted schedules, facilitated team movements and off-boardings, set up and adjustment of profile skills and queues.

- **Strategic Planning:** Providing proactive and reactive recommendations and actions in response to impacts to coverage, unexpected events or business changes directly impacting contact volumes.

- **Communication and Updates:** Hosting daily huddles to communicate higher management updates, actions made and forthcoming initiatives for the remainder of the day/week.

Customer Service Representative | Woolworths Group   **(November 2017 to July 2022)**

- **Multi-Channel Support:** Proficiently managed concurrent customer interactions across multiple platforms including phone, live chat, and email, demonstrating strong digital communication skills and adaptability.

- **Technical Problem and E-commerce Support:** Troubleshooted and resolved complex issues related to online ordering systems, digital payments and discrepnacies, delivery issues, order modifications, ensuring seamless customer experience across digital platforms.

- **Customer Education & Digital Adoption:** Proactively educated customers on website features and digital services, increasing user engagement and adoption of online shopping platforms while reducing future support needs.

- **Conflict Management:** Successfully handled escalated customer concerns and complaints, maintaining a high resolution rate while ensuring positive customer experience and brand loyalty.

Technical Skills

Front-end Proficiencies:
- HTML
- CSS
- JavaScript
- jQuery
- Responsive Design
- React
- Bootstrap

Back-end Proficiencies:
- APIs
- Node
- Express
- MySQL, Sequelize
- MongoDB, Mongoose
- REST
- GraphQL

Referees

Available upon request.