Contacts

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Tech Skills

- HTML5
- CSS3, SASS
- JavaScript
- React.js
- Node.js
- NPM, Git & GitHub
- WebPack

Soft Skills

- Scrum
- Agile
- Leadership
- Team Work
- Flexibility

Languages

- Russian   [Native]
- Ukrainian   [Native]
- English   [C1]
- Polish   [B2]
- Chinese   [B2]

Front-End Developer

Julia Artemenko

My goal is to join a web application development team as front-end developer in Krakow or remotely. I am looking for a company with dynamic environment where I could use my knowledge and skills to contribute to overall result. I enjoy taking challenges and learning new things every day. Having good interpersonal, communication and presentation skills, I can become a valuable team-player.

Projects

1. Barbershop   [HTML5, CSS3]
   Adaptive landing page for Barbershop.
2. Filmoteka   [HTML5, CSS3, JavaScript]
   Website for searching films, trailers, reviews, ratings with ability to save to the list and share.
3. Slim-mom   [HTML5, CSS3, React/Redux]
   App for those who want to lose weight by forming healthy eating habits. Provides functionality of daily calories calculator and individual diary.

Work Experience

Team Lead Accenture Operations
2018 - 2020 | Krakow, Poland

- Coordinating work of German and Spanish language teams. Performance monitoring and evaluation.
- Forecasting of volumes, managing risks. Assured the KPI's are met and exceeding the target.
- Reporting to Stakeholders, preparing and delivering presentations on project performance.
- Providing regular one-to-one sessions. Developed individual improvement plans together with agents resulting in 2 agents' promotions.
- Supporting recruitment team at interviews for candidates.

Quality Assurance Analyst Accenture Operations
2017 - 2018 | Krakow, Poland

- Quality evaluation and audits for customer support team (Russian market).
- Providing customer experience trainings and workshops on product knowledge and soft skills. Analysis of RCA's. Increased team Quality score KPI by 7% in 4 months.
- Reporting to Team Leads and Client. Close cooperation with Team Leads in developing an integrated approach for assuring KPI's (CSAT, TRT, SLA etc.) are met.

Customer Service Analyst Accenture Operations
2015 - 2017 | Krakow, Poland

- Consulting on Google Ads account optimization and troubleshooting performance issues. Constantly met key KPI's, took additional responsibilities as QA POC.

Import Manager Aurora Trade Co. Ltd.
2012 - 2015 | Kharkiv, Ukraine

- Conducting negotiations, placement of orders, monitoring and reporting on Chinese suppliers' performance. Established long-term business relations with 5+ new suppliers.

Education

GoIT Programming Courses
Front-End developer
June 2020 - February 2021 | Bootcamp On-line | 40 hours per week

Kharkiv National Pedagogical University
Linguistics. English and Chinese languages
Septermber 2006 - June 2012 | Ukraine

Beijing Language and Culture University
Advanced Course of Chinese language
September 2010 - June 2011 | China