

# Katerina Mazi

## Software Engineer



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Terma Lakonikis, Kalamata



[GitHub](#)



[LinkedIn](#)



[Webpage](#)

## Professional Summary

Transitioning into software development with a Full Stack Web Developer certification through Credly. With over 8 years in customer support, I bring strong problem-solving skills and a user-focused approach. Proficient in JavaScript, HTML, CSS, React.js, SQL, Python, Django, and Git. Committed to growing as a Software Engineer and making a meaningful contribution to a development team.

## BOOTCAMP ENGINEERING EXPERIENCE

- **MySQL:** Set up local and connected databases, performed CRUD operations, and managed relationships with foreign keys.
- **Python/Django:** Developed dynamic web pages, integrated databases, implemented REST APIs, and built a user login system.
- **JavaScript/React:** Built modular UIs with React components, managed state with hooks, and handled DOM interactions.
- **Git/GitHub:** Managed version control, committing, branching, and merging code; stored projects on GitHub.

## PROJECTS

- **Our Events:** Developed an event hosting platform where administrators can create and manage events, users, activities, and partners through the Admin Panel. The frontend is built with React, while the backend uses Django for secure authentication and data management.

[View Code](#)

[View Site](#)

## PROFESSIONAL EXPERIENCE

Answer4u

Senior customer support specialist

January 2022 – September 2024

- Provided telephone customer support and managed incoming calls.
- Handled social media, website, and email communication to optimize customer interactions.
- Analyzed customer needs and delivered personalized solutions to increase satisfaction.

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Back Office Executive

2015 – November 2021

- Provided telephone customer support, order taking, and managed reception.
- Handled invoicing and order tracking to ensure timely delivery.
- Managed social media and email communication for customer interaction and product promotion.

## EDUCATION

Professional Make Up Artist Akmi

Educational Group – Athens

October 2012 – June 2013

High School Graduate

6th General High School of Nea Ionia – Athens

September 2004 – June 2007

## SOFT SKILLS

- **Problem-Solving:** Analytical approach to tackle technical challenges.
- **Communication:** Clear interactions with team members and stakeholders.
- **Team Collaboration:** Effective teamwork and support for shared goals.
- **Adaptability:** Quick adjustment to new technologies.
- **Time Management:** Efficient task prioritization and deadline management.
- **Continuous Learning:** Ongoing development of skills and industry knowledge.

## TECHNICAL SKILLS

- **Languages:** JavaScript, Python, HTML, CSS, SQL
- **Frameworks/Libraries:** React, Django
- **Databases:** MySQL, SQLite
- **Tools:** Git, GitHub, VS Code
- **Other:** RESTful APIs

## LANGUAGES

- **Greek:** Native
- **English:** Fluent