

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.

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 June
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:** Breaking down complex issues into manageable parts to deliver effective solutions.
- **Communication & Teamwork:** Active participation and clear communication to achieve goals in team projects.
- **Adaptability:** Quick mastery of new technologies, e.g., successfully replacing and integrating a new library in a React project under tight deadlines.
- **Time Management:** Prioritizing tasks for efficient workflow and meeting deadlines.
- **Continuous Learning:** Commitment to ongoing skill development and staying updated with industry trends.

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