



CHIARA DI SANO

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I am a web developer with a background as a chef and data analyst. I'm looking for an entry-level opportunity for a software developer role using HTML, CSS, and JavaScript. I acquired skills in C, Python, HTML, CSS, JavaScript, SQL, SQLite through online courses at Harvard University. I am also training to acquire additional skills in the back-end, React, and Node.js.

EXPERIENCE

09/2021 - 12/2021

WEB DEVELOPER, SOFTWARE STUDIO DI ING. MARIO DI MARCO

A software house that deals with applications in the management and technical-scientific fields.

Website design and development: development of a website for a thrift shop, software house's client.

- Interfacing with the customer and understanding their needs.
- Market analysis and research on communication in the specific area.
- Creation of websites drafts.
- Start-up and management of the workflow, dividing the project into small daily tasks in order to respect established times and budgets.
- Improvement of the service to the customer who buys from the site, with a faster and more precise shopping experience.
- Increased by 300 the daily website user and increased thrift shop sales by 20%.
- Technologies used: WordPress, HTML, CSS, Photoshop.

11/2017 - 01/2021

SEARCH ANALYST, TELUS INTERNATIONAL

Analysis and evaluation of advertising, search engine results, machine learning results, and websites content and structure. Examine their technical, grammatical structure, tone, cultural relevance, and accuracy.

- Improvement of the **English language**, communicating and writing daily feedback, reports, and analysis. Overcoming weekly performance evaluation, obtained by simultaneously managing different tasks and deadlines, thanks to the application of **flexibility** and **time management** skills. Improving **critical** and **analytical thinking** skills by evaluating daily activities and writing a daily report.
- Productivity and monetary bonuses for teamwork and performance, obtained by managing large volumes of tasks in critical moments with urgent deadlines.

06/2011 - 12/2016

SOUS CHEF, PEDEVILLA SPA

- **Communication and teamwork**, skills gained by collaborating to create and improve overall team spirit and cooperation, with planning social events outside of work and helping to manage the team. We earned a corporate award and improved our productivity by 25% by leveraging our organization and collaboration.
- **Creativity, analysis and evaluation**, skills obtained through the research and development of new dishes that would attract customers. We achieved 40% more customer satisfaction by improving the taste of the dishes and using local ingredients.
- **Customer service**, skill obtained by participating for 2 hours a day serving food while cooking in front of customers, building loyalty.
- **Financial and time management**, skills obtained by estimating the time and resources required for each dish, as well as the time spent by each staff member in preparing the different meals. We have reduced overall costs by 15% by minimizing waste and by using mainly local and seasonal ingredients.
- **Stress tolerance and problem-solving**, skills obtained by understanding and listening to the people in the team, asking questions to investigate the problem and gathering information for a solution. The goal was to transform negative emotions and events into productivity.

EDUCATION

JANUARY 2022

SOFTWARE DEVELOPER CERTIFICATION, ONLINE HARVARD COLLEGE

Harvard University's introduction to computer science and the art of programming. An entry-level course taught by David J. Malan, CS50x teaches students how to think algorithmically and solve problems efficiently. Topics include abstraction, algorithms, data structures, encapsulation, resource management, security, software engineering, and web development. Languages include C, Python, SQL, and JavaScript plus CSS and HTML. Problem sets inspired by real-world domains of biology, cryptography, finance, forensics, and gaming.

JUNE 2009

HIGH SCHOOL DIPLOMA, EXPERIMENTAL LINGUISTIC AND SCIENTIFIC HIGH SCHOOL

Acquisition of knowledge and methods of mathematics, physics and natural sciences combined with a further study of the grammar and literature of the English, French and Spanish languages.

SKILLS

- **Programming languages:** C, Python, HTML5, CSS3, JavaScript, SQL.
- **Databases:** SQLite, MongoDB
- **Tools:** macOS, Microsoft, Linux, Git, WordPress, Visual Studio Code, Photoshop, Final Cut Pro, LumaFusion, Office suite, Apple Office suite
- **Languages:** Inglese, Italiano, Spagnolo e Francese
- **Soft skills:** Teamwork, communication, creativity, critical and analytical thinking, customer service, time management.

LICENSES AND CERTIFICATIONS

- Certificate on safety at work issued by MEG Italia training in 2022
- Certificate on algorithms and data structure in JavaScript issued by freeCodeCamp in 2022

VOLUNTEERING

07/2020 - 04/2021

REMOTE VOLUNTEER, ROMALTRUISTA

I volunteered by participating in various activities offered by the ONLUS, working together to bring about positive change in the community. I have had the opportunity to work on many important causes such as helping disabled children, animals, human rights, poverty reduction, and education (for both children and adults).

03/2012 - 05/2013

MANAGE ANIMAL SHELTER, LIPU ROMA

I participated with a small team in managing an animal shelter near the Bioparco of Rome. I took care of the management part of the team, creating and maintaining an online environment in which the team could communicate and organize: involving the team, planning, and creating spreadsheets for availability and tasks. In addition, I have occasionally collaborated with my team on event planning and fundraising.

06/2015 - 09/2015

SERVE FOOD, ROMAMOR

I've helped volunteers in the kitchen, cooking and serving food to those in need.