

ALESYA FROLOVA

Full Stack Developer



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Tel Aviv



ABOUT ME

I'm a Junior Full Stack Developer proficient in Python and JavaScript with a solid background in telecommunications. I have a strong track record of improving operational efficiency and customer satisfaction through effective leadership in technical support and project coordination. I am looking for an opportunity to join a progressive tech company where I can apply and develop my skills.

TECHNICAL PROJECTS

Alarms in Israel - [Github](#) | [Demo](#)

Web application that allows users to select a date range and retrieve data from an API.

- Utilized Axios, API, JavaScript, Python, Django Rest

Hotel - [Github](#) |

The application is a web-based system developed using Django framework.

- Python, Django

LANGUAGE

- English - Fluent
- Russian - Native
- Hebrew - Basic

EXPERTISE

- CSS, HTML
- Python
- OOP
- SQL
- Django
- Javascript
- React
- Django REST
- JSON
- GitHub
- Async
- Redux.js
- Node.js
- PostgreSQL

EXPERIENCE

Head of Service and Project Technical Support Department

2019 - 2023

Kazan - Russia

GDC -Fujitsu preferred supplier of Services

- Led and developed a 50+ member department, improving field support services and optimizing team performance.
- Maintained a high Service Level Agreement (SLA) of 98% and received top-tier Customer Satisfaction (C-SAT) scores from major clients.
- Introduced the "Automatic Dispatcher" algorithm and a chatbot, improving operational efficiency and reducing field engineers' travel time by 25%.

Head of Technical Support Service High Technology Technopark IT-park

2011 - 2019

Kazan - Russia

- Managed a technical support department, contributing to the implementation of Service Desk systems and developing related technical documentation.
- Supervised budgeting, expense approvals, and collaborated with key public sector clients.

System Engineer JSC Tattelecom

2009 - 2011

Kazan - Russia

- Achieved a 40% reduction in network incident resolution time.
- Conducted training sessions, boosting department productivity by 20%.

EDUCATION

Full Stack Web Development, Python and JavaScript program

04/2023 - 07/2023

Tel-Aviv - Israel

Developers Institute, TLV Coding Bootcamp

Master's degree Computer Science and Economics (CSEC)

2005 - 2010

Kazan - Russia

University of Statistics and Informatics