



CONTACT

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Võru, Estonia

PROFESSIONAL DEVELOPMENT

Udemy
The Complete 2024 Web Development Bootcamp
ONGOING

Google
UX Design Certificate
SEP 2023 - DEC 2023

Intensive 200 hour
Javascript/React course
MAY 2023 - JUN 2023

SKILLS

Design and Development

Figma
Usability testing, user research
Wireframes, prototyping, mockups
Photography
Basic knowledge in Adobe Photoshop, Adobe Bridge and Creative Cloud
HTML, CSS
JavaScript, DOM, jQuery
React
Canva, ChatGPT, Leonardo.Ai, CapCut, ElevenLabs

Soft skills

Empathy and understanding
Home-based business operations
Cross-functional communication
Remote collaboration
Self-motivation
Teamwork
Self starter
Problem solving
Detail oriented
Communication
Customer advocacy
E-commerce
Time management
Financial management
Adaptability
Self-management

MARIS STANLEY

A dedicated problem-solver and continuous learner, valuing family, honesty, humor, mindfulness and empathy.

Passionate about IT, I'm currently learning front-end development. I also really enjoy UX design and I recently discovered video creations with the help of AI.

In my recent roles, I managed an e-store, oversaw social media channels, and handled customer communication. My background includes owning a photography business and roles in customer support. The hotel industry has been a valuable part of my journey, teaching me flexibility, problem-solving, and effective communication.

I believe my diverse experiences and commitment to continuous learning make me a great fit for your team.

WORK EXPERIENCE

Saara Butiik OÜ
Owner
VÕRU, ESTONIA
NOV 2019 - DEC 2023

Managed an e-store on a WordPress platform, oversaw social media channels. Utilized effective customer communication strategies, contributing to consistent 5-star reviews and enhanced customer satisfaction. Handled end-to-end order processes, managed returns, sourced suppliers, performed everyday bookkeeping and successfully resolved customer complaints.

Sisustuskoda OÜ
Digital Marketer
VÕRU, ESTONIA
JAN 2018 - NOV 2018

I managed an Instagram account, conducted property and furniture photography, played a key role in significantly expanding the customer base and provided translation services when required.

TransferWise Ltd
Customer Support Specialist
TALLINN, ESTONIA
JUN 2015 - DEC 2015

Resolved customer complaints via various communication channels. Prioritized understanding each customer's needs by thoroughly reading through entire email conversations, allowing me to identify and resolve complex issues. In a fast-paced startup environment, I assisted colleagues and prioritized providing caring and effective solutions, ensuring the utmost satisfaction of our customers.

Maris Stanley Photography
Owner
CHARLESTON, SC, USA/VÕRU, ESTONIA
APR 2010 - SEP 2020

I specialized in capturing portraits and weddings, edited photos using Adobe Photoshop and Lightroom, delivered photos to clients, and managed client meetings. My dedication and quality of service were reflected in receiving 16 5-star reviews on WeddingWire.com and earning the WeddingWire Brides Choice Award in 2012.

Charleston Place Hotel
Room Service
CHARLESTON, SC, USA
FEB 2007 - DEC 2007

I made sure meals were delivered on time to guest rooms, and my dedication to excellent service was recognized during a surprise hotel inspection. The hotel received several positive reviews, one of which specifically praised my quick solution of an issue involving a mix-up which highlighted my commitment to ensuring a high level of guest satisfaction.

Comfort Suites Hotel
Front Desk Clerk
CHARLESTON, SC, USA
MAR 2004 - FEB 2007

I handled check-ins and check-outs, ensured guest satisfaction, and managed various administrative tasks. However, my role extended beyond the desk. During evening shifts, I operated independently during the busiest times. I took on various tasks, including some maintenance duties. baking cookies, folding laundry and, when needed, returned to work around 4 am to prepare breakfast. This multifaceted role showed my dedication and versatility in maintaining a seamless guest experience.