



MARIS STANLEY

As an ex-Wiser, I enjoyed being part of the company’s rapid growth phase, gaining valuable experience in a dynamic setting. And after working for myself for several years, I am looking to rejoin an international team environment where I can collaborate, learn, and grow with others.



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PROFESSIONAL DEVELOPMENT

LinkedIn Learning
Various IT related
courses, including
cybersecurity and fraud
prevention

SEP 2024

Google
UX Design Certificate

SEP 2023 - JAN 2024

Intensive 200 hour
Javascript/React course

MAY 2023 - JUN 2023

SKILLS

Web Development

JavaScriptReactHTML

CSSDOMJSONjQuery

PostmanFirebase hosting

BootstrapAPILocal Storage

GitHubVisual Studio Code

EmailJSReact-Toastify@mui

Leafleti18nextSQLSQLite

GITCypressNode.js

Design & Prototyping

WireframesPrototyping

MockupsUsability Testing

User ResearchFigma

Adobe BridgeAdobe Photoshop

Creative CloudAdobe Illustrator

Business Management

Merit AktivaLogistics Management

Customer Relationship Management

Tax PreparationProft Manager

E-commerceGoogle Analytics

Customer Service and Support

Content creationFacebook Ads

Managing Supplier Relationships

WordPress Website Management

WooCommerce

Soft Skills

Problem Solving & Decision Making

Remote CollaborationTeamwork

Empathy & UnderstandingAnalytical

Self-StarterDetail-Oriented

Time & Financial Management

Cross-functional Communication

AdaptabilityProactive Attitude

Learning Ability

Miscellaneous

Leonardo.AiChatGPT

SlackCapCut

PROFESSIONAL EXPERIENCE

Web Development

2023 - PRESENT

ESTONIA

In the past year I have been actively working on my skills through **courses** and **direct experience**, along with **research** and **problem-solving**. I completed a **personal website** which I created in **Figma**. Added **Firestore hosting**, a **custom domain** and also an **email sending feature**.

Currently, I am working on creating an **e-store** to enhance my **front-end development** skills. This project involves creating an engaging and responsive **user experience** by utilizing **HTML, CSS, JavaScript**, and **React**, while also applying principles of **UX** and **UI design**. I am **integrating shopping cart functionalities**, developing a **user account system**, and applying techniques to improve **website performance**, including **load times** and **responsiveness**.

SAARA

2019 - 2023

ESTONIA

I took full **responsibility for client success**, ensuring satisfaction with purchases and a positive shopping experience. I **built and maintained strong client relationships** through exceptional service, timely updates, and prompt responses to inquiries. Managed the e-store's lifecycle from order placement to delivery and returns. **Drove engagement** with regular updates and promotions, and **resolved issues swiftly** to ensure continuous customer satisfaction. **Operated independently**, showcasing **strong organizational and time management skills**.

Sisustuskoda OÜ

2018 - 2018

ESTONIA

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.

Maris Stanley Photography

2017 - 2020

ESTONIA

I specialized in capturing portraits and weddings, edited photos using Adobe Photoshop and Lightroom, delivered photos to clients, and **managed client meetings**.

Wise PLC

2015 - 2017

ESTONIA

Maintained Wise’s **strong customer reputation** by efficiently managing urgent requests, providing clear and empathetic communication, and balancing tasks like **supporting customers, troubleshooting issues**, and **ensuring quick resolutions**. This built **long-term trust with clients** and gave me a deep understanding of customer needs. I consistently ensured a positive customer experience by **resolving complex complaints** through various channels like phone, email, and chat, always **focusing on customer satisfaction** and offering solutions that addressed individual needs.

In addition to customer service I assisted colleagues in a **fast-paced, high-growth fintech startup environment**, prioritizing **effective solutions** and **customer advocacy**. I also helped improve how things worked by giving feedback on the tools we used. My role required **strong teamwork**, particularly in a **remote setting**, where I worked with both **local** and **international teams** to ensure consistent, high-quality service for customers across various regions.

TRANSFERRABLE SKILLS

2004 - 2015

USA/ESTONIA

Time Management & Multitasking

Managed everything from client meetings to editing and delivering photos while also handling business operations. I ensured deadlines were met, kept quality high, and maintained a balance between tasks, which helped keep clients happy and projects on track.

Problem Solving & Initiative

Whether it was fixing technical issues in photography, resolving customer concerns at the hotel or improving day-to-day tasks, I was quick to find solutions. At the hotel, I took on various roles like addressing guest concerns, handling maintenance, and even helping with breakfast preparation. This ability to solve problems efficiently led to fewer disruptions, more efficient workflows, and higher customer satisfaction in all my roles.

Adaptability & Flexibility

I’ve transitioned between roles, from photographer and business owner to food service and hotel guest experience. In each position, I adjusted to the unique demands and was able to perform well in fast-paced or challenging environments, making sure everything ran smoothly.

Attention to Detail

Whether I was editing photos in Adobe Lightroom and Photoshop or managing cash transactions, I always focused on precision. This level of detail reduced errors, improved trust, and ensured consistent quality, leading to repeat clients and positive reviews.

Customer Service Excellence

In every role, I prioritized building strong relationships with clients and customers. From hospitality to photography, I made sure people felt valued, which led to loyal clients, repeat business, and even requests for my personal assistance. The 16 5-star reviews and a WeddingWire Brides Choice Award in 2012 reflect my commitment to delivering great service.