

## Junior Web Developer

Motivated and results-oriented professional with a background in web development and hands-on experience in general management and customer service.

## Qualifications Summary

- ◆ Seamless record of resolving technical issues by diagnosing anomalies and devising corrective actions to avoid any disruptions in a timely manner.
- ◆ Ability to configure, troubleshoot and update software solutions to increase overall efficiency of daily operations.
- ◆ Skilled in handling complex queries and offering exceptional support to meet and exceed the highest level of customer satisfaction.
- ◆ Excel at forging and nurturing professional relationships with clients and stakeholders at all levels.

## Career Experience

Berovalis Electronics - Telecommunications, Serres, Greece

03/2007 – 01/2020

### Store Manager

Administered day-to-day store operations including inventory management, cash handling, and customer follow up. Assessed and evaluated newly launched products via customer feedback and market share to develop strategies boosting sales of existing or new products. Led planning and execution of targeted campaigns via Facebook ads and conducting researches on market trends, product's performance, and customer response. Managed northern Greece region to organise professional radio transceiver networks for government, police, and fire brigade.

- ◆ Devised and deployed robust marketing tools to consistently gain 20% E-commerce order each year.
- ◆ Oversaw 1200 active products through utilisation of Joomla generated website to efficiently deliver multiple daily orders across Greece.

Plaisio Computers S.A., Thessaloniki, Greece

05/2013 – 06/2014

### Sales Agent, Specialist

Executed end-to-end activities included in greeting customers, customer needs research, upselling, and follow-up phone call. Offered exceptional customer service to achieve set sales target for four consecutive months maintaining excellent customer feedback and company evaluation score. Outperformed overall activities involved in monitoring stock, customers, employees, and phone calls while coordinating with manager on regular basis to update on daily progress.

- ◆ Promoted to Desktop PC sales specialist in just four months.
- ◆ Steered team of salesmen towards attainment of 12% and 18% revenue increase in comparison to previous fiscal year.
- ◆ Delivered excellent customer service for four consecutive months to attain monthly targets and 4/4 rating from mystery shoppers.
- ◆ Conducted thorough stock check via SAP platform to maintain an adequate amount of stock at all time by pre-ordering equipment.

## Education

### Web Development

FreeCodeCamp, Remote

### Coursework:

- ✓ Efficiently completing basic Full Stack training, approximately 1800 hours of coursework with more than 20 projects in 6 months. Certification here <https://www.freecodecamp.org/certification/panosbero/full-stack>.

- ✓ Successfully learning Front End development using CSS for mobile friendly, responsive design and React library for smoother and faster user experience.
- ✓ Producing dynamic, interactive data visualisations with D3.js library using Barcharts, Scatterplot, Heatmap, Treemap and Choropleth map.
- ✓ Creating Back End development with Node.js, Express and making use of popular functions and middleware such as bcrypt, passport, helmet.
- ✓ Storing server data and client interactions with the NoSQL database MongoDB, using schema-based solution Mongoose.
- ✓ Automated functional testing, taking advantage of Chai's assert and Mocha's testing and suite.









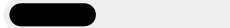
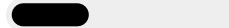






## Economics, Marketing and Business administration

Aristotle University of Thessaloniki, Thessaloniki, Greece

### Coursework:

- ✓ Marketing Mix and how it affects business, Online Marketing, Developing a Marketing Strategy, Measurement and Analytics.
- ✓ Strategic Management by analysing the business environment, formulating, executing and monitoring a strategy.
- ✓ Consumer Behaviour, factors that affect it, purchase decision process, and prediction using advanced statistics, statistical models and demographics.
- ✓ Business Innovation and Entrepreneurship, incubators for start-ups and business clusters.
- ✓ Advanced Mathematics such as integrals, derivatives, exponential, logarithms and parabola calculation in charts.

## Technical Proficiency

<i><b>Languages</b></i>	<i><b>Front End</b></i>	<i><b>Back End</b></i>	<i><b>Databases</b></i>	<i><b>Other</b></i>
HTML5 	React 	Node 	MongoDB-Mongoose 	Git (GitHub) 
CSS3/SASS 	Redux 	Express 	MySQL 	Heroku 
JavaScript 	D3 	Mocha 		
Python 	Bootstrap 	Chai 		

## Languages Proficiency

English, Greek