

# LUCA STRINGHETTI

## JUNIOR FULL-STACK DEVELOPER

I am a recent graduate of the WBS FULL-STACK Web & App Development Bootcamp, where I acquired a strong foundation in web technologies such as HTML, CSS, Javascript, React, node.js, SQL and noSQL. My previous customer service experience allows me to understand the importance of user-centered design and I apply it proactively in my front-end design. I have honed my problem solving and analysis skills through pair programming and agile methodology during my bootcamp, and I am excited to apply these skills as I make a career transition into the technology industry. I am eager to take on new challenges and continue learning as I grow in my new role.

## CONTACT

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- Berlin
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- <https://github.com/luca>

## TECH SKILLS

- HTML5
- CSS
- Javascript
- React
- Tailwind
- node.js (express)
- SQL (PostgreSQL)
- NoSQL (MongoDB)

## LANGUAGES

- ITALIAN  
First Language/ Bilingual
- GERMAN  
C1
- ENGLISH  
C1
- SPANISH  
B2

## SKILLS

- Communication
- Problem-solving
- Teamwork
- Time management & organization
- Adaptability

## EDUCATION

### WBS CODING SCHOOL

Full-Stack Web App Developer Bootcamps (Full-time) (2022 - 2023)

- Frontend Programming: HTML5, CSS, Javascript, React, Tailwind
- Backend Programming: node.js (express), PERN Stack - SQL, MERN Stack - NoSQL(Mongo)

## EXPERIENCE

### FULL-STACK WEB APP DEVELOPER STUDENT

#### WBS CODING SCHOOL

09/2022 - 01/2023

- Frontend Programming: HTML5, CSS, Javascript, React, Tailwind
- Backend Programming: node.js (express), PERN Stack - SQL, MERN Stack - NoSQL(Mongo)

### CUSTOMER SERVICE SPECIALIST

#### TRADE REPUBLIC BANK GMBH

01/2022 - 07/2022

- Communicated effectively with clients to provide account services, address statements, and balances.
- Demonstrated strong organizational skills and the ability to manage multiple tasks and projects simultaneously.
- Utilized strong problem-solving and communication skills to resolve customer complaints.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Trained and regularly mentored associates on performance-oriented strategies, resulting in improved team performance.

### CUSTOMER SERVICE TEAM LEADER

#### ZIZOO GMBH

08/2020 - 12/2021

- Led a team of customer service agents, utilizing effective leadership skills to provide exceptional customer service and resolve concerns related to customer inquiries and issues
- Provided primary customer support, utilizing strong problem-solving and communication skills to effectively manage and resolve customer inquiries and issues.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.

### CUSTOMER SERVICE DEPUTY TEAM LEADER

#### UBEEQO GMBH (EUROPCAR)

10/2018 - 08/2020

- Led and managed a team of 8 members while providing exceptional customer service, demonstrating leadership, team management, and communication skills.
- Maintained high levels of customer satisfaction by implementing forward-thinking strategies, utilizing problem-solving, active listening, and empathy skills.
- Assisted the HR and Training manager with new hire processing and existing training programs, displaying organization, project management, and training and development abilities.
- Built partnerships with diverse internal teams and departments to streamline processes, showcasing relationship-building, communication, and collaboration skills.