



# STELA CEAICOVSCAIA

WEB DEVELOPER    📍 OSLO    ☎ 48479158

## ◦ DETAILS ◦

Oslo  
48479158

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## ◦ LINKS ◦

[LinkedIn](#)

[GitHub](#)

## ◦ SKILLS ◦

HTML, CSS, JS

Responsive Design

Bootstrap library

jQuery

React, Angular

Node.js

JSON

API

MongoDB, Firebase

## ◦ LANGUAGES ◦

English

Norwegian

Russian

Romanian

French

Spanish

## ◦ HOBBIES ◦

Working out

Hiking

Photography

Dancing



## PROFILE

Full stack web developer with a diverse background and in consumer services, pedagogy, and retail. Combining a strong technical skill set (HTML, CSS, JavaScript, Python) with a customer-centric mindset to create engaging and user-focused web experience. Likes challenging tasks and thrives on delivering innovative solutions.



## EMPLOYMENT HISTORY

### Consumer Services Support Specialist at Electrolux Home Products, Oslo, Norway

July 2023 — Present

- Document customer support processes and procedures, resulting in a 40% reduction in customer support errors
- Collaborate with cross-functional teams to identify and implement process improvements, enhancing overall service efficiency and customer experience
- Utilize strong communication and problem-solving skills to handle challenging tasks
- Compile and analyze customer feedback and data to provide valuable insights for marketing teams, contributing to improved customer engagement

### Customer Service Employee at Electrolux Home Products, Oslo, Norway

November 2022 — July 2023

- Handled customer inquiries and provided support for a range of home appliances, including troubleshooting, technical assistance, and order placement
- Demonstrated strong product knowledge to educate customers on features, benefits, and product usage, resulting in increased customer satisfaction and reduced return rates.
- Managed a high volume of incoming calls, chats, and emails while maintaining a high level of professionalism, empathy, and efficiency in resolving customer issues
- Developed customer service scripts to ensure consistent customer service across all customer service channels

### Store Employee at Coop Mega Aker Brygge, Oslo

April 2019 — June 2022

- Received deliveries, scanned packages and updated orders in internal database.
- Replenished shelves and stored excess products to keep on top of stock management tasks.
- Addressed customer complaints with knowledgeable and speedy support to maximize satisfaction.
- Prioritized and resolved concerns such as pricing problems, damaged products and special order requests.

### English Teacher at Online Skyeng School

May 2018 — February 2019

- Customized innovative methods and materials to produce effective learning experiences.
- Assessed student performance, behavior and social development and devised improvement strategies for struggling children.

- Integrated media content in class to improve listening skill, speaking skill and vocabulary.

## EDUCATION

### Bachelor, University of Oslo, Oslo

August 2019 — June 2022

Informatics: Design, Use, Interaction with a minor in Social Economics

- Prototyping, wireframing, user flow, mockups
- Visual design and design software
- User surveys and usability testing
- Information architecture
- Software testing
- Application development (Python, Java, Kotlin)

### Bachelor, State University of Moldova, Moldova

September 2011 — June 2016

- Study of linguistics with a focus on French and English languages
- Pedagogy techniques and strategies
- Coursework in language acquisition, sociolinguistics, and language teaching methodology

## COURSES

### UI/UX Design Classes, Skillshare platform

June 2022 — Present

### Full-Stack Web Development Program, CareerFoundry

October 2022 — Present

## REFERENCES

### Jenny Olsen from Electrolux Home Products

jenny.olsen@electrolux.com · 92025184

### Ingeborg Wist Flyen, Manager from Coop Mega Aker Brygge

ingeborg.wist.flyen@coop.no · 48046333