STELA CEAICOVSCAIA

WEB DEVELOPER

DETAILS

Oslo
48479158
stela.ceaicovscaia@hotmail.com

LINKS

LinkedIn

GitHub

Full Stack Portfolio

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

COURSES

UI/UX Design Classes, Skillshare platform
June 2022 — September 2022

Full-Stack Web Development Program, CareerFoundry
October 2022 — Present

👤 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

- Documented customer support processes and procedures, resulting in a 30% reduction in customer support errors
- Collaborated with cross-functional teams to identify and implement process improvements, enhancing overall service efficiency and customer experience
- Compiled and analyzed 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
- 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

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