

# ROBERTO QUADRACCIA

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## QUALIFICATION PROFILE

An energetic, dedicated, and highly focused individual with a solid understanding of software development, databases, and maintenance of complex and critical systems by completing a 16-week software developer bootcamp at MAKERS, London. Aspiring to start the next challenging career as a junior software developer within a tech-oriented environment to develop further skills and experiences. Creative mindset particularly around deployment models and emerging technologies with an aptitude for innovation. Immense knowledge of object-oriented concepts and programming languages, such as JavaScript, Python, HTML, CSS, and SQL.

- ✓ Intellectually curious and ready to learn, able to rapidly pick up new-to-you concepts and solve complex puzzles.
- ✓ Possess strong skills in numerical, analytical, and problem-solving with adaptability, fast learner and a good team player, and ability to pass knowledge to others.

## CORE SKILLS

Software Development Skills | Programming Languages | Statistical Techniques | Testing Procedures | Python, JavaScript, and SQL | Test-Driven Development (TDD) | Agile Methodologies | Data Structure & Processing | Analytical & Attention to detail | Project Management | Problem Resolution | Flexible & Adaptable

## PROJECTS

PROJECT NAME	DESCRIPTION	TECH STACK
<a href="#">MyPlace</a>	Web App to track visited and desired locations and share your travel map with friends	JavaScript, MongoDB, Express.js, React.js, Node.js, Jest, CSS, Mapbox API, Bcrypt, Git, GitHub
<a href="#">Acebook</a>	A Facebook-inspired web app	JavaScript, MongoDB, Express.js, React.js, Node.js, Cypress, Jest, CSS, Git, GitHub
<a href="#">MakersBnB</a>	An Airbnb-inspired web app	Python, Flask, Pytest, PostgreSQL, HTML, CSS

## EDUCATION & TRAINING

**Highly Selective (10% acceptance rate) Software Development Bootcamp:** Makers Academy, London, Oct 2023

- **Object-Oriented Programming (OOP):** Developed skills in creating small, reusable components (objects) that can be combined to create complex systems. This approach has made my code more organised and easier to maintain.
- **Agile Methodologies:** Built expertise in prioritising iterative and incremental development. It involves close collaboration with stakeholders, continuous feedback, and adaptability to changing requirements.
- **Test-Driven Development (TDD):** This software development approach boosted my confidence in writing codes, catching bugs, and making code maintenance to meet the specified requirements.
- **Pair Programming:** This practice fostered knowledge sharing, collaboration, and code quality improvement. It has accelerated my growth as a developer and made problem-solving more enjoyable.
- **EQ Training on Feedback:** It involves active listening, empathy, and constructive communication. Improved ability to understand others' perspectives, handle criticism gracefully, and provide feedback that is helpful rather than hurtful.

**BA (Hons) International Business Management with First Class:** University of West London, London, Feb 2023

## CAREER EXPERIENCE

**Front Desk Receptionist | Millennium Gloucester Hotel, London**

**April 2019 to May 2023**

Developed and standardised operational processes and procedures, encompassing operating systems, reservation management, and payments, to serve as comprehensive training tools for all incoming personnel. Provided thorough training to newly hired front desk agents, ensuring the establishment and maintenance of high-performance benchmarks.

- Progressively elevated personal monthly enrolment targets from 240 to 480 between 2019 and 2023, culminating in Millennium Gloucester Hotel securing the top rank within the European Millennium Group in 2022.
- Achieved Millennium quality standards compliance within the first three months of employment through personalised 1-on-1 coaching.
- Spearheaded the design and implementation of an enhanced check-in process, resulting in a remarkable 20% reduction in queue waiting times during peak seasons.
- Acknowledged and rewarded as the leading contributor to the 'My Millennium Loyalty Programme' for consistently driving programme enrolments.

**Store Manager | Arrigoni's Bakery, Rome****Mar 2017 to Sept 2018**

Orchestrated all aspects of operations and administration while overseeing a team of four dedicated professionals. Revamped the customer experience by modernising store design, optimising layout, enhancing product display units, and improving labelling systems, resulting in streamlined queuing and payment processes. Elevated the store's profile and unique product offerings through the organisation of monthly events.

- Successfully expanded the product range to cater to the growing demand for vegetarian, vegan, and gluten-free offerings which led to a notable 10% revenue increase in 2017, followed by a remarkable 15% growth in 2018.
- Reduced supplier expenditures by 8% in 2018 through meticulous research into alternative sourcing options and effective negotiations with suppliers.
- Drove a consistent 20% year-on-year increase in demand for yeast-free products.

**Shop Manager | Pixxa, London****Aug 2015 to Jan 2017**

Led a team of five employees, fostering collaboration and productivity. Streamlined time-consuming administrative tasks, particularly in banking operations, order management, and supplier invoice processing. Conducted vigilant analysis of daily, weekly, and monthly sales trends, pinpointing opportunities for improvement. Upheld a superior standard of customer service by cultivating an inclusive, engaging, and enjoyable environment. Nurtured strong team relationships by organising regular social events, leading to a noticeable reduction in employee turnover.

- Implemented Xero accounting software, resulting in a remarkable 50% reduction in data entry time.
- Collaborated with Too Good To Go, a startup, achieving a notable 35-40% reduction in daily food wastage.
- Strategically shaped Pixxa's marketing approach, leveraging various social media platforms to expand the brand's presence across London.
- Executed targeted promotions to maintain local customer loyalty and delivered a nearly £3,600 increase in monthly in-store transactions.
- Established new partnerships and secured exclusive corporate supplier accounts for weekly catering, generating weekly revenues of £1,400.
- Orchestrated end-to-end relationships with corporate clients, such as Merrill Lynch, Goldman Sachs, and HSBC.

**Real Estate Agent | SoloAffitti Inc. Terni, and Tecnocasa Inc., Terni****Sep 2011 to Dec 2014**

Directed and cultivated a diverse portfolio of 42 properties, overseeing all aspects of management and operations. Enhanced client offerings with value-added services, such as utility provider contracts, creating comprehensive rental packages. This strategic approach generated an impressive 20% increase in revenue through commission earnings.

- Spearheaded the expansion of SoloAffitti's network by devising and promoting various incentives, including free consultations and advertising campaigns.
- Played a pivotal role in achieving the Italian Agency Award in 2013, securing a fifth place for consistently securing an average of 30 monthly tenancy agreements.

**ADDITIONAL INFORMATION****LANGUAGES:****ITALIAN** – Native Language, **ENGLISH** – Fluent C1, **SPANISH** – Intermediate B2