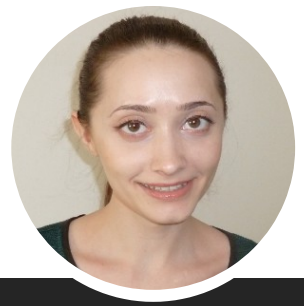


LANA ZHAK

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📄 https://www.linkedin.com/in/lana-zhak



PROFILE

A third year student of Business Information Technology at Haaga-Helia University, with good organisational skills and strong experience in customer service.

WORK EXPERIENCE

IT school projects 2018 – 2019

- **Website portfolio project**

Portfolio website created with React.js and Material-UI, hosted on Heroku. Hotjar is used to collect information about visitors.

- **Makeup store**

Spring Boot and Java back-end project with REST api, authentication, and database. The service supports multiple users and add, delete and edit functionalities.

- **Personal Trainer App**

React.js featuring Material-UI and Flexbox. The app allows personal trainers to manage their customers' trainings.

- **Database Design**

SQL server database design completed with ER diagram and sql scripts.

Refunder 06/2019 – 09/2019

Global Blue, Helsinki, Finland

- Verifying and refunding Global Blue tax free forms at the airport and on trains
- Preparing accounting reports

Shift Leader 06/2015 – 05/2019

HMSHost Finland OY, Vantaa, Finland

- Managing working shifts at Burger King restaurant (promoted in Jan 2017)
- Training new hires and creating development opportunities for team members
- Performing monthly inventory of the restaurant

Previous positions 10/2012 – 06/2014

Office manager, Ekibastuz power station, Kazakhstan

- Coordinating technical planning and construction work of a new power unit

Translator, Mayra, Ekibastuz, Kazakhstan

- Blaa blaa

EDUCATION

Business Information Technology 08/2017 – present

Haaga-Helia University of Applied Sciences, Helsinki, Finland

Hospitality, Tourism, Experience Management 08/2014 – 03/2018

Haaga-Helia University of Applied Sciences, Helsinki, Finland

EDUCATION

Chinese Language and Literature

09/2010 – 06/2012

Innovative University of Eurasia, Pavlodar, Kazakhstan

SKILLS

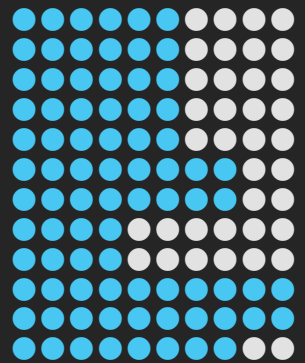
Languages

English
Russian
Chinese
Finnish

Professional
Native
Professional
Limited

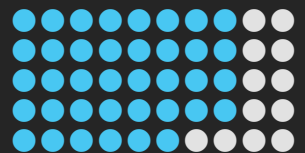
Tools and Technologies

React.js
JavaScript
Java
Bootstrap
jQuery
HTML & CSS
Git
Linux
SQL
Microsoft Word
Microsoft PowerPoint
Microsoft Excel



Industry knowledge

Customer Service
Project Management
Event Management
Office Administration
Sales and Marketing



HOBBIES



Books



Languages



Quiz games



Gym



Travelling