

CONTACT:

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<https://my-portfolio-chi-rust-53.vercel.app/>

EDUCATION:

Edinburgh University/HyperionDev

Full Stack Web Dev Bootcamp
2023-2024

Georgian Technical University

MBA in Business Administration
2016-2018

Tbilisi State University

Bachelor in Jurisprudence
2008 - 2013

KEY SKILLS

- ✓ Technical Troubleshooting
- ✓ Multichannel Customer Support (Phone, Email, Chat)
- ✓ Strong Communication & Listening
- ✓ Calm Under Pressure
- ✓ Process-Oriented Thinking
- ✓ Fast Learner & Self-Driven
- ✓ Team Collaboration
- ✓ CRM Systems & Google Workspace
- ✓ Basic Networking Knowledge (Wi-Fi setup, Connectivity issues)
- ✓ CRM Systems & Google Workspace
- ✓ Familiarity with Web Technologies (JavaScript, HTML, CSS)

REFERENCES:

- ✓ Available on request

TAMARA KIKALISHVILI

Junior Web Development

PROFILE:

Friendly, proactive, and technically adept professional with a background in customer service and web development, combining strong communication skills with a deep understanding of digital tools and troubleshooting. With over 7 years in client-facing roles, I bring empathy, clarity, and efficiency to every customer interaction. Skilled in explaining complex topics in simple terms, managing case resolution workflows, and working across teams to ensure excellent customer experiences.

RELEVANT EXPERIENCE

Customer Service Assistant

IKEA, Edinburgh

July 2023 – Jan 2025

- Assisted customers in a high-volume environment, resolving product, billing, and delivery issues across multiple channels.
- Developed strong skills in de-escalation, communication, and task prioritization.

Tour Operator / Client Support Lead

TRAVEX Georgia

Aug 2018 - May 2023

- Assisted customers in a high-volume environment, resolving product, billing, and delivery issues across multiple channels.
- Developed strong skills in de-escalation, communication, and task prioritization.
- Collaborated with logistics and support teams to ensure timely resolutions.
- Used internal systems to track customer queries and follow up with care.

Banking Officer

Bank of Georgia

June 2015 - Aug 2018

- Advised customers on banking services and supported account issues in-person and by phone.
- Worked with sensitive data and maintained professionalism in all communications.
- Supported internal departments by tracking and resolving customer service cases.

PROJECTS:

Internal Portal for Travel Company (Demo) - internal-portal-demo.vercel.app