

SEBASTIAN BALOGH

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SKILLS

Technical Skills: HTML/CSS, Responsive Design, Figma, Web Accessibility, JavaScript, React, Browser Developer Tools
Languages: Swedish (Native), English (Fluent), Spanish (Intermediate)

EDUCATION

Bachelor in Computer Science 09/2019- 06/2022
Stockholm University | Stockholm, Sweden

Continuing Education 11/2023- 06/2024
Various Universities | Remote, Sweden

- Web Design with JavaScript and Document Object Model | Umeå University
- CSS-based Web Design | Umeå University
- Dynamic Web Applications | Uppsala University
- Interaction Design and Media | Malmö University

WORK EXPERIENCE

Quality Assurance / Customer Advisor 03/2023- 07/2023
Webhelp | Lisbon, Portugal

- Provided quality email, chat, and phone support to over 2000 customers.
- Managed client inquiries and aided in debt collection.
- Documented and updated incidents' status, progress, and troubleshooting.
- Conducted training sessions for new Customer Advisors.
- Analyzed call and chat traffic to assess performance and productivity.
- Managed and evaluated the Customer Advisor team to improve client satisfaction and reduce resolution time through KPI alignment.

Customer Success Support 09/2022- 02/2023
Microdeb AB | Stockholm, Sweden

- Provided first-line technical support for 400+ clients.
- Managed customer expectations and resolved issues promptly.
- Documented incidents' status, progress, and troubleshooting.
- Installed hardware and provided technical assistance to customers.

Quality Monitor 06/2021- 09/2021
Discovery Inc. | Stockholm, Sweden

- Monitored live broadcasts and resolved issues promptly.
- Investigated and resolved broadcast issues using InFlow Inventory system.
- Updated broadcast statuses in a Google Excel spreadsheet.
- Cooperated closely with the specialist team to escalate and resolve complex errors in live broadcasts.

Sales Associate 09/2018- 06/2019
Key Solutions AB | Stockholm, Sweden

- Sold household electricity contracts through door-to-door and telemarketing methods.
- Contributed to turning around a project with low sales figures.
- Established and achieved short-term and long-term sales goals.
- Provided guidance to new employees on sales techniques.

CERTIFICATES

Udemy Complete Web & Mobile Designer in 2023: UI/UX, Figma +HTML, and CSS	09/2023-10/2023
freeCodeCamp Responsive Web Design	07/2023-08/2023
freeCodeCamp JavaScript Algorithms and Data Structures	06/2024-07/2024
Codecademy Learn React	07/2024-08/2024