



# ADA MARIE TAMMIKSAAR

My mission is to develop sustainable software solutions that simplify life and protect the environment while enhancing my skills in collaboration with mentors.

## CONTACT



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## REFERENCES

### Colleagues from Eesti Post:

"You have always been sincerely interested in customer cases. You don't settle for what is already there, but instead, you investigate further, never leaving a question unanswered. Friendly, helpful, positive, and simply a great person."

### Anneli Metšenina, Omniva:

"Ada Marie has excellent written and verbal communication skills, is very well organized, can effectively multi-task to ensure that all enquiries are completed in a timely manner. She has introduced several new initiatives for improvement of communication with our international partners and is right now responsible for conducting a pilot project of handling international inquiries in the new system."

### Birgit Sommer, Markit:

"When I asked you to test or try something, you always did it thoroughly and provided valuable feedback. You approached your work with great professionalism, were ready to take responsibility, and assist users. In addition, you carefully wrote documentation as well. You're not the type to give up easily and were an excellent and necessary part of our team."

## EDUCATION

### BACHELOR IN MARKETING

Tallinna Ülikool | 2011-2015

Bachelor's thesis on the market of sports watches in Estonia. "ANALYSIS BASED ON THE 4A AND 4P MARKETING MODELS USING POLAR ELECTRO AS AN EXAMPLE IN THE SPORTS WATCH MARKET IN ESTONIA"

### HIGH SCHOOL

Audentse Erakool | 2011

International relations, editor-in-chief of the school newspaper.

## EXPERIENCE

### FREELANCE SOFTWARE DEVELOPER

October 2022 – Present

- Providing short-term software development assistance to companies during periods of increased workload or staff shortages.
- Helping in developing application ideas by supporting projects with skill-based solutions.
- Independently managing work schedules and projects with the ability to flexibly manoeuvre between different projects.

### SOFTWARE DEVELOPER

Markit Holding AS | June 2019 – September 2022

- Developed and implemented an internal customer management program "Account Tool" according to the needs and desires of the sales department.
- Responsible for training users of the customer management program, ensuring a smooth transition and optimal application usage.
- Managed the backlog and coordinated development activities with sales leaders.
- Tested web applications developed by both me and colleagues, ensuring high-quality software.
- "Hotline" software developed by me allowed teams to share weekly activities and meetings, globally presenting their achievements and enabling real-time information exchange, commenting, and recognition among colleagues.

### SPECIALIST

AS Eesti Post | September 2018 – February 2019

- Led a group-wide project aimed at optimizing the process of handling international customer inquiries in the Baltic countries.
- Developed a system that simplified the handling of individual and business customer inquiries and accelerated resolution processes.
- Promoted inter-team collaboration and improved service quality in three countries.
- Regularly analysed process performance and made necessary adjustments to ensure its effectiveness and customer satisfaction.

## SKILLS

### PROFESSIONAL

- Software Development
- Training and Testing
- Team Leadership and Collaboration
- Customer Service and Communication
- International Cooperation

### TECHNICAL

- .NET / C# / Blazor
- SQL
- Azure DevOps, Azure Portal
- DevExpress, Radzen, Bootstrap
- CRM, Power BI

## PROFESSIONAL DEVELOPMENT

### Microsoft 365 Certified: Teams Application Developer Associate

Microsoft | 2021, 2022, 2023, 2024

### Vali-IT!

IT Koolitus Äripäev AS | 02.2019 – 06.2019

### Next Generation Leaders Program

AS Eesti Post | 09.2017 – 06.2018

## INTERESTS

- Sustainable lifestyle
- Movies
- Board and computer games, puzzles
- Badminton
- Hiking

## EXPERIENCE

### TEAM LEADER

AS Eesti Post | September 2017 – September 2018

- Led a 15-member team, resolving concerns of clients and team members.
- Collaborated with other departments to optimize customer inquiry resolution and simplified teamwork processes with new software programs.
- Changed processes by directing certain tasks to other departments and giving phone operators more decision-making authority.

#### Achievements:

- **Optimized staff resources:** Involved postal employees from sparsely populated areas in responding to customer letters, especially during periods of increased workload (e.g., Christmas period).
- **Customer satisfaction:** Helped raise the customer NPS from -100 to 30.
- **Strategic leadership:** Led the development of a company-wide service scheme that improved service quality.
- **Improved outcomes:** Enhanced the speed of resolving customer inquiries - domestic claims from 5 days to 3,5 and international from 60 days to 39.
- **International cooperation:** Communicated with other international postal companies to find common solutions to international challenges.

### CUSTOMER ASSISTANT AND CONSULTANT

AS Eesti Post | November 2015 – August 2017

- Assisted customers with their simpler issues.
- Monitored the company's info@omniva email and distributed them according to content among different team members or departments.
- For the last one and a half years, dealt with issues related to international parcels, offering compensation solutions in case of damages.
- Represented the company in the customer inquiry resolution software development project, describing user stories and participating in software testing.

### MARKETING ASSISTANT

AS Mefo | December 2013 – October 2015

- Conducted a reputation campaign in Latvia and Lithuania in collaboration with Sportland.
- Responsible for planning advertisements across various channels.
- Assisted in the marketing budget planning process.