

Elisabeth Erkekoglou

📍 Gütersloh, Germany 📧 E-mail 📞 Telephone 💻 Portfolio 💬 LinkedIn 🐧 GitHub

Summary

Career-changer with 8+ years of experience in healthcare customer service, now building clean, user-focused web applications. Skilled in JavaScript, Python, React, and Next.js, with a strong foundation in accessibility and responsive design. Passionate about improving digital healthcare experiences using real-world empathy and technical skills.

Projects

Devfinder – GitHub Profile Finder

Built a responsive app using the GitHub API to search and display user profiles and stats. Focused on accessibility and dark mode.

JavaScript, HTML, CSS · [GitHub](#) · [Live](#)

Next.js Minimalist Portfolio

Created a personal portfolio site with responsive UI using Next.js, Shadcn/UI, and TypeScript.

Next.js, TypeScript, Shadcn/UI · [Live](#) · [GitHub](#)

Personal Diary App

Secure diary web app with user login and CRUD functionality, using Django and Python.

Python, Django, HTML, CSS · [GitHub](#)

Vue.js Portfolio

Portfolio site built with Vue.js showcasing component-based design and modularity.

Vue.js, JavaScript, CSS · [GitHub](#) · [Live](#)

Professional Experience

Customer Service Specialist - IT Support (Key User)

Arvato SE, Harsewinkel, DE

Feb 2024 – present

- Tested the user interface and SAP platform across multiple country environments to ensure system consistency and functional accuracy.
- Created user guides, documentation, and training materials to support system adoption.
- Delivered training sessions and onboarding for new users on SAP modules and tools.

Software Engineer Intern

Kreativstorm (Remote, DE)

Jan 2024 – Feb 2024

- Built interactive web interfaces with JavaScript, optimizing performance by 30%.
- Collaborated in agile sprints with HTML/CSS/JS stack, improving team workflow and task delivery.

Customer Service Representative

Arvato SE, Harsewinkel, DE

Oct 2015 – Jan 2024

- Delivered empathetic support to patients and clients, managing CRM (Salesforce) and ERP (SAP) systems.
- Used SQL and Excel to create data reports, informing key decisions by management.
- Managed high-volume support queues under pressure, improving resolution time by 15%.

Education

Code First Girls – JavaScript, Python + App Development

Jan 2024 – Jun 2024

SheCodes Web Development Bootcamp

Sept 2021 – May 2023

Udacity Nanodegree – Artificial Intelligence

Sept 2020 – May 2021

National Kapodistrian University of Athens – MA French Literature

Sept 2010 – Sept 2014

Languages

English (Fluent), French (Fluent), German (Advanced), Greek (Native)