

Federico Moretti

Front-End Developer

(+39) 351 819 2487 · hello@federicomoretti.it · [linkedin.com/in/fedtti](https://www.linkedin.com/in/fedtti) · Varese, Italy

Summary

I am a front-end developer proficient in creating solutions using HTML, CSS, and JavaScript with a strong technical background and great project management skills.

Skills

Agile · Angular · Amazon Web Services (AWS) · Front-End Development · Git · Google Cloud Platform (GCP) · JavaScript · Kanban · Next.js · Node.js · Problem Solving · Programming · Project Management · React · Responsive Web Design · Sass · SCSS · SQL · Scrum · TypeScript · Vue.js

Experience

Covisian

Software Developer

Milan, Italy
March 2022 - Ongoing

- **Development:** Created video, voice, and chat solutions for internal and external contact centers using Smile.CX Interaction, enhanced by NLU and GenAI LLM chatbots based on Smile.CX Gaia by EsoSphera.
- **Project Management:** Facilitated seamless transitions between CTI platforms such as IFM Infomaster, Genesys, and Amazon Connect.
- **Support:** Provided Level 3 support for product customizations in Angular v2.x+, Vue.js v3.x, Next.js, and Stencil.js.
- **Analytics:** Developed BI analytics dashboards in Amazon QuickSight.

Vivocha

Software Developer

Milan, Italy
January 2021 - May 2024

- **Development:** Created video, voice, and chat solutions for internal and external contact centers using Angular v2.x+ and chatbots built with AWS Lambda, Dialogflow ES v2.x, or ChatGPT v3.5+. Customized native mobile applications with Cordova and Ionic.
- **Project Management:** Managed project evolution with clients, including estimating and scheduling releases.
- **Support:** Provided Level 3 support for product customizations in Angular v2.x+, Vue.js v2.x/v3.x, and Stencil.js.

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- **Analytics:** Developed BI dashboards in Kibana v6.x and conducted customer training on Elasticsearch and Kibana v6.x+.

Digitiamo

Front-End Developer

Varese, Italy

June 2020 - December 2020

- **Development:** Developed the user interface for AI Know You (AIKU), a pioneering SaaS solution designed to enhance customer service through NLP using Vue.js 2.x.

Education

University of Milano-Bicocca

Master's Degree in Scientific Communication and Sustainable Innovation

Milan, Italy

October 2017 - December 2018

University of Insubria

Bachelor's Degree in Communication Sciences

Varese, Italy

September 2014 - July 2017