

# FILIP PACHUCKI

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## PROFESSIONAL SUMMARY

Personal profile Grounded and solution-oriented recent Software Engineering graduate from Staffordshire University with a wide variety of professional experiences. Adept at motivating self and other. Passionate about programming is pursuing a vacancy as graduate or junior software developer.

## EDUCATION

Staffordshire University - Stoke On Trent 06/2022  
Bachelor's Degree: Software Engineering  
Favourite Modules  
Enterprise Cloud and Distributed Web Applications, Application Modelling, Web & Mobile Application Development, Web Concepts, Object Oriented Application Engineering, Ubiquitous Computing

## SKILLS

Programming Languages and Cloud-Based Technologies ReactJS, HTML, CSS, Java, Kotlin, C#, JavaScript, Flutter, AWS Database Management Firebase, Oracle, MS Access, MySQL	Tools MS Visual Studio, NetBeans, Junit Testing, Dreamweaver, Android Studio, Brackets Version Control Systems Git
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## WORK HISTORY

Customer Experience Advisor | Dialect Communications 02/2022 - Current  
Outline:

Providing outstanding customer service through Live Chat, E-Mail and Telephone for clients for multiple clients of FinTech industry.

### Responsibilities:

- Solving card related queries such as analysing payment issues, helping with lost or stolen cards, generating and providing transaction reports.
- Supporting clients with trouble shooting their machines and terminals in order to resolve issues.

European Customer Service Advisor | bet365 08/2021 - 02/2022  
Outline

· Providing excellent customer service through Live Chat, E-Mail and Telephone for clients for one of the biggest gambling companies in United Kingdom.

### Responsibilities

- Solving complex betting, account, fraud, payments queries and completing external and internal translation.
- Completing upon three live chats at same time while contacting different departments or team leaders.