FILIP PACHUCKI

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PROFESSIONAL SUMMARY

A recent Graduate Software Engineer at Staffordshire University with a wide variety of professional experiences. Adept at motivating myself and others with the ability to work within a scrum team or individually. Extremely passionate about all things code and currently pursuing junior or graduate developer position.

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:
React, HTML, CSS, Java, Kotlin, C#, JavaScript, Flutter, TypeScript
Database Management:
Firebase, Oracle, MS Access, MySQL
Tools:
Android Studio, MS Visual Studio, NetBeans, Junit Testing, xUnit, Wordpress, Node.JS

Version Control Systems:
Git, Jira, Confluence
Cloud-Based Technologies:
AWS (Lambda, DynamoDB, CloudWatch, RDS, EC2, S3)
Languages:
English, Polish

INTERNSHIP

Frontend Developer | bet365   *01/2021 – 07/2021*
Responsibilities:
· Working on in-house web application and website under the direction of senior software developers.
· Wrote clean and well-tested code.
· Effectively problem solved complex bugs
· Developed clear reports used in day-to-day operations, using tools such as SSRS.
· Successfully worked independently whilst also serving as an effective team member
· Creating responsive web applications to be easily compatible across multiple devices.

WORK HISTORY

Customer Experience Advisor | Dialect Communications   *02/2022 - Current*
Responsibilities:
· Providing outstanding customer service to FinTech clientele via all communications such as; Live Chat, E-Mail and Telephone.
· Solving a wide range of support requests such as analysing payment issues, generating transactional reports, dealing with lost or stolen cards, and providing client walk-throughs to

troubleshoots proprietary software/hardware.

Service Advisor | bet365   *08/2021 - 02/2022*
Responsibilities:
· Providing excellent customer service through Live Chat, E-Mail and Telephone for clients for one of the biggest gambling companies in United Kingdom.
· 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.