

# FILIP PACHUCKI

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Dawlish Drive 338, Stoke-on-Trent, Staffordshire ST2 0RW

## 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.

## 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

## 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

## 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.