

JESSICA LOFFREDO

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PROFESSIONAL SUMMARY

I am a junior developer with a strong education in programming, furthered by my recent participation and finalisation of a master's degree in full-stack development. While my previous work experience is focused on the textile sector, where I held merchandising roles for several years, I am eager to apply my technical skills and knowledge to software development. My background demonstrates my ability to adapt to diverse environments and my commitment to continuous learning. I am seeking opportunities that will allow me to grow as a professional and contribute enthusiastically to development projects.

SKILLS

- PHP, HTML, CSS, C++, Java, C ,
MySQL, JavaScript, JQuery, Visual
Studio Code, Git, MongoDB,
Angular, Symfony, NodeJs,
ReactJs
- Project Monitoring
- Work Documentation
- Data Operations
- Operational Efficiency
- Professional Relationships

WORK EXPERIENCE

06/22 - MEDIACOM RETAIL EUROPE SRL - BARCELONA, SPAIN

01/24 SENIOR MERCHANDISER & B2B/B2C CUSTOMER SUPPORT AND SALES

- Collaborated closely with management to actively observe and monitor sales.
- Analyzed local markets and opportunities to improve marketing strategies.
- Planned and participated in calls and meetings with planning and management departments.
- Provided live chat and email support to customers and operational factories for order and production-related issues across various platforms, including WhatsApp and internal systems like MVE (F21) and Inditex Extranet (Inditex group).
- Managed and counted inventory, placed orders, and implemented quality control procedures.
- Established strong relationships with suppliers to maintain and support the business.
- Interviewed and worked closely with suppliers to source and develop desired products.
- Negotiated prices, discount terms, and transportation arrangements.

02/20 - MEDIACOM RETAIL LTD - MANCHESTER, UK
06/22 MERCHANDISER

- Established strong relationships with suppliers to maintain and support the business.
- Set and recommended markups, discount rates, and selling prices for merchandise.
- Managed production with the Far East (Pakistan and Bangladesh).
- Handled orders for various worldwide clients, including Forever21, Lefties, Mango, Boohoo (all fashion-related).
- Ensured all correct import/export documentation was up-to-date and sent to each department.
- Monitored various client platforms to ensure all tracking was on track.
- Managed accounts, issued invoices as needed, and analyzed revenue and expenses to achieve an annual margin.

11/19 - TEACUP KITCHEN - MANCHESTER, UK
02/20 MANAGER

- Trained new employees with onboarding and documentation for new hires.
- Empowered existing employees in different areas to maximize team agility and performance.
- Maximized performance by monitoring daily activities and mentoring team members.
- Evaluated employee strengths and assigned tasks based on experience and training.
- Adjusted work assignments and schedules to keep pace with dynamic business needs, considering processes, employee knowledge, and customer demands.
- Approved regular payroll submissions for employees.
- Conducted monthly inventories of raw materials and components on the shop floor.
- Regularly achieved or exceeded financial goals by controlling expenses, optimizing schedules, and regulating inventory usage.
- Led staff and managed the annual capital budget.

**02/19 -
11/19**

**PROPER TEA - MANCHESTER, UK
ASSISTANT MANAGER**

- Monitored cash collection and deposit records, increasing accuracy and reducing discrepancies.
- Assisted with schedule planning and task delegation to meet coverage and service demands.
- Provided hands-on customer service, assessing needs, and maintaining up-to-date knowledge of consumer preferences.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
- Verified that inventory counts remained within monthly tolerance levels and compiled financial data according to the budget.

**08/17 -
02/19**

**DOM'S TAVOLA CALDA - MANCHESTER, UK
FLOOR STAFF MEMBER**

- Primarily performed waitress duties.
- Took orders and managed them.
- Organized kitchen outputs during busy periods.
- Stocked refrigerators and checked inventory.
- Prepared cocktails at the bar when needed.

**01/14 -
07/17**

**SIAN CORPORATION - NAPOLI, ITALY
CUSTOMER SERVICE**

- Made outbound calls to promote offers for the Italian market for one of the largest companies in Italy for mobile phone lines and fixed fiber and WiFi lines (TELECOM & TIM).
- Handled inbound calls to resolve issues for some existing customers related to fixed line and WiFi connection problems.
- Thrived in working under tight deadlines and in a fast-paced environment. Received sales bonus.
- Provided friendly and efficient customer service, handling challenging situations with ease.
- Identified problems, analyzed information, and provided solutions to issues.

E D U C A T I O N

INESEM BUSINESS SCHOOL - Master Full Stack Developer

- 24/07/2023 - CURRENT

UNIVERSITÀ DEGLI STUDI DI NAPOLI PARTHENOPE - NAPOLI, ITALY

Bachelor's Degree in Programming

- 15/05/17 - 09/06/17 iOS Essential Attendance Certificate, iOS Fundamentals Program in collaboration with the University of Naples "Parthenope".
- 2016 Android for Beginners Study Jams Completion Certificate, Google Developer and GDG.
- 2013 ECDL WebEditing, AICA.
- 14/09/16 - 28/09/16 Java Developer Course, Forma Temp and Major Bit Academy srl in Naples.
- Various software and programming languages studied and passed in exams: PHP, HTML, CSS, C++, Java, C, SQL, Servlet, Eclipse, XML, JavaScript, Visual Studio Code, Android Studio.

ITC ENRICO CARUSO - NAPOLI, ITALY

High School Diploma in Accounting, Business Administration, and Programming

L A N G U A G E S

- ITALIAN - NATIVE
- ENGLISH - ADVANCED
- SPANISH - FLUENT