

Júlia Bacchi

Front-end Web Developer

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I'm a front-end developer, skilled in HTML, CSS, and JavaScript. After 14 years working in the hospitality and tourism industry, I developed my skills in communication, problem-solving, and customer service. Transitioning my career has allowed me to satisfy my deep interest in technology and design, where I can apply my creativity by creating incredible solutions.

SKILLS

- HTML, CSS, JavaScript
- Tools: React, Bootstrap
- Soft skills: Communication, problem-solving, customer service.
- Languages: English intermediate, Español advanced, Portuguese native.

WORK EXPERIENCES

2020 - present | **Condomínio Maranata 2** (Garopaba-SC)

- General administration of the condominium.
- **Result:** Implemented new management systems that increased operational efficiency by 30%, reduced costs by 20% through smart hiring practices, and reduced overtime hours.

2020 - 2024 | **JJ Hotels Group** (Garopaba-SC)

- General management of the group's hotels and inns, purchasing, planning and strategies.
- **Result:** Reduced operational costs by 15% through effective negotiations with suppliers. Developed and implemented a receptionist manual that improved customer service efficiency, resulting in 100% guest satisfaction.

2018 - 2023 | **Flats House Gramado** (Gramado-RS)

- Management of rental houses and apartments.
- **Result:** Increased the added value and visibility of properties, resulting in a 40% increase in occupancy rate through marketing strategies, management, and excellent customer service.

2017-2018 | **Bela Pagamentos** (Gramado-RS)

- Fintech after-sales assistant, responsible for the creation and administration of the POS sector, content development, maintenance of customer service data, account service and engine training.
- **Result:** Created a sector that met 100% of customer demands and improved customer retention by 25%.

EDUCATION

SHECODES (EUA, 2024)

- Introduction to Artificial Intelligence
- Advanced Web Development
- Web Development

- Introduction to Web Development
- Introduction to Coding

PUCRS (BRAZIL, 2010 - 2013)

- Higher Education Technology Course in Hospitality (2013)
- Higher Education Technology Course in Tourism Management (2012)