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Chieti, Italy

## Education

### Front-end development

SheCodes

2023

### Business Intelligence Professional Certificate

Google

2023

### Bachelor Degree in Business Administration, Advertising and Public Relations

University of Valladolid, Spain

2012/2016

## Competences

Javascript

React.js

Bootstrap

VS Code

Plan & Track: Jira

Report and visualize: Tableau

Design: Figma, Adobe Creative  
Suite

Ticketing Systems: Zendesk,  
Intercom

# Julia Lozoya

## Junior front-end Developer

### Profile

Results-driven Junior Web Developer with a creative and customer experience foundation. Proven ability to create responsive and visually appealing websites. Fast learner and detail-oriented team player. Over 2 years of experience working remotely.

### Work Experience

2018

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2022

#### Senior Technical Support Advisor Training Specialist

WeSwap

Fintech Startup, SaaS; London (UK) and Fully Remote

- Technical and product support.
- Troubleshooting transaction issues.
- Account management.
- Complaint resolution and mediation.
- Creation and review of FAQs, macros, operational procedures, and training materials.
- Participation in QA testing and app design.

2015

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2017

#### Tour Guide and Public Relations Officer

Legaris Winery, Codorniu Group, Valladolid (Spain)

- Event organization, tour design and guide.
- Wine tasting lead.

2015

#### Marketing Assistant

Publicidad en Almibar, Valladolid (Spain)

- Graphic designer and producer (online and offset products)
- Campaign planner
- Content creator and editor

## Languages

Spanish - Native

French - C1 (Advanced)

Italian - B2 (Intermediate)