Julia Lozoya

Junior front-end Developer

📞 +39 379 257 4772

✉ julialozmin@gmail.com

💻 www.julialozmin.com

📍 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

👤 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 – 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 – 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)