

# Karolyne Gomes da Mota

FRONTEND DEVELOPER

## Details

Helsinki  
Finland  
0413117484  
[karolynegomesdamota@gmail.com](mailto:karolynegomesdamota@gmail.com)

## Links

[LinkedIn](#)  
[GitHub](#)  
[My portfolio](#)

## Skills

HTML & CSS  
HTML5  
React  
JavaScript  
Figma  
Jest

## Languages

English  
  
Spanish  
  
Portuguese

## Profile

Front-end enthusiast & self-learner. Just completed a Meta Front-End Specialization course. Eager for fresh challenges & opportunities.

## Employment History

### Sales Attendant, Sprinter, Marbella

SEPTEMBER 2018 – SEPTEMBER 2019

Provided tailored assistance to customers in selecting sport equipment. Achieved sales targets through product knowledge and excellent customer service. Established rapport, ensuring customer satisfaction in a dynamic retail environment.

### Cashier and Customer Service Manager, Worten > MediaMarkt Iberia, Marbella

SEPTEMBER 2019 – AUGUST 2021

Proficiently managed cashier responsibilities, led a dedicated customer service team, and implemented strategies for enhanced service quality. Proven track record of resolving customer inquiries for a seamless shopping experience.

### Production Specialist, Swappie, Helsinki

SEPTEMBER 2021 – JANUARY 2022

Excelled in diagnosing and repairing technical and mechanical issues for Apple devices with a 98% quality rate. Managed 200+ daily orders with precision and efficiency, consistently meeting challenging objectives.

### Customer Service Specialist, Swappie, Helsinki

JANUARY 2022 – PRESENT

Addressed customer inquiries via email, chat, and phone in English, Spanish, and Portuguese. Processed 50+ daily tickets, collaborating with management on escalated issues and translating content for support.

## Education

### Law and Finance, University of Granada, Granada

SEPTEMBER 2016 – JUNE 2018

### Criminology, University of Malaga, Málaga

SEPTEMBER 2018 – JUNE 2021

### Front-end Development Specialization, Meta, Helsinki

OCTOBER 2022 – DECEMBER 2023