






JOANNA KWAPIS

JUNIOR SOFTWARE DEVELOPER

CONTACT

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EDUCATION

Edinburgh College:

- Software Development Bootcamp (Feb 2025)

Campus AI:

- AI Bootcamp (Apr 2024)

Edinburgh College:

- Codespace - Induction (May 2023)

University of Łódź:

- Bachelor of Finance and Accounting (Jan 2013)

SKILLS

- HTML and CSS
- Python programming
- PHP development
- SQL
- Database
- JavaScript
- Software Testing
- Sales
- Web Development
- Strong problem- solving
- CRM software
- Office Management

SUMMARY

Recent Software Development graduate with a background in logistics and customer service, transitioning into tech with hands-on experience in web development, databases, and AI-driven solutions. My journey into programming began with a curiosity for problem-solving and efficiency, leading me to pursue structured learning through bootcamps and self-driven projects. I have developed strong skills in Python, JavaScript, PHP, SQL, and web technologies such as HTML, CSS, and Bootstrap, with a focus on full-stack development and database management. Through my experience in customer service and administration, I honed problem-solving, teamwork, and adaptability—all critical in a fast-paced development environment. I am eager to contribute my technical and analytical skills to a dynamic team where I can continue to grow as a Junior Software Developer, building innovative solutions while collaborating in an agile setting.

EXPERIENCE

Trip.com | June 2024 – Present

Customer Advisor

- Provided top-tier customer support across multiple channels.
- Handled technical and operational inquiries efficiently.
- Collaborated with teams to enhance service quality and documentation.

TaxOne Consulting | Dec 2023 – May 2024

Assistant Manager (Content & AI Specialist)

- Creating banners for social media
- Creating content
- Posting news, stories, and shorts on social media platforms
- Recording and editing video footage
- Writing articles
- Administrative tasks
- Undertake additional duties
- Creating personalised GPT models for other coworkers

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CERTIFICATIONS & LICENSES

Driving Licence:

- Cat B: 2008
- Cat A: 2013
- PHC Driver: 2019

LANGUAGES

- Polish: first language
- English: proficient

HOBBIES

- Sports: Cycling, motorcycling, skiing
- Animals: Spending time with and caring for my pets
- Miniature painting and dioramas
- Board Games & Video Games

INTERESTS

- Passion for mobile app development, web applications, and e-commerce platforms.
- Creating custom GPT models and exploring AI-assisted design.
- Enthusiast of textured painting, acrylic pouring, and palette knife techniques.
- Passionate about sport motorcycles
- Actively participating in IT-related Facebook groups for technology discussions and networking.
- Currently learning Spanish using Promova.

Hamilton Waste & Recycling Ltd | June 2022 – May 2023

Administrator

- Update weekly Daily Production Data provided by Site Manager onto spreadsheets
- Administer PUWER & LOLER inspections of on-site plant, vehicles and equipment
- Administer PPE system including entering details of orders and items handed out onto spreadsheet
- Accident reporting administration
- Translate internal documents and, or live conversation as and when required
- Administer Training for all staff incl
- Booking training, updating records and sending out reminders
- Deal with suppliers and contractors as and when required
- Liaison with temporary labour providers on timesheet / cards
- Quote for and order various things such as PPE, diesel and other
- Contractors management ensuring all contractors has completed H&S paperwork and provided relevant paperwork
- Induct new starters and contractors to the company standard as trained to do so

Orange Mobile Network | Sept 2016 – Oct 2017

Team Leader

- Managed and coordinated a team of 16 customer service representatives.
- Conducted weekly meetings to track performance, provide updates, and motivate the team.
- Ensured the company's professional image and brand reputation by maintaining high customer service standards.
- Supervised and analyzed team performance, reporting key metrics to senior management.
- Coordinated both team operations and quarterly projects to meet business goals.
- Conducted monthly call evaluations and implemented appropriate training programs for continuous improvement.
- Led recruitment efforts, including interviewing and selecting new hires for the team.
- Assigned and managed tasks, distributing them among specialized groups to improve efficiency and workflow.