


Laura Pantano

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Summary

Frontend Software Developer

Passionate and versatile professional navigating a transformative journey to Front-End Development.

Proven ability to collect, organise, and analyse diverse datasets and provide strategic insights. Demonstrated ability to thrive in challenging environments

Skills

Programming Languages/ Technologies:

- HTML/CSS
- JavaScript
- Typescript
- React
- Next.js

Frameworks/Libraries

- Tailwind
- Bootstrap
- Shadcn/ui

Databases

- MySQL

Bug Tracking/Project Management Software/CVS/Build Automation:

- Git

Others:

- Redux
- Zustand
- Postman

Soft skills:

- Efficient Communication
- Problem solving
- Time management
- Self-Learning

Languages

- Italian - Native
- Portuguese - Fluent

Professional experience

Company: Accenture

Description: Efficiently optimise processes, lead quality initiatives, and drive improvements.

Duration: 4 years and three months (Nov 2017 – Mar 2022)

Role: Operations Analyst

Achievements:

- Identified and implemented process improvements

- Established a culture of continuous improvement, fostering innovation and adaptability within the team.
- Spearheaded onboarding initiatives for new analysts, maximising team knowledge and ensuring a seamless transition into their roles.

Tools & Technologies:

Microsoft Excel, PowerBI

Company: Teleperformance

Description: Manage credit card complaints, ensuring adherence to policies.

Duration: 1 year (Jan 2012 – Jan 2013)

Role: Complaint Analyst

Achievements:

- Contributed to interdisciplinary initiatives, ensuring comprehensive and timely resolutions.
- Maintained a deep understanding of terms and conditions, ensuring all responses aligned with internal policies.
- Cultivated a customer-centric mindset, contributing to enhanced overall customer satisfaction.
- Introduced communication protocols, ensuring consistency and accuracy in customer interactions.

Tools & Technologies:

Internal Tools

Company: Inditex

Description: Creatively enhanced visual merchandising

Duration: 2 year (Mar 2009 – Feb 2011)

Role: Visual Merchandisers

Achievements:

- Interpreted creative briefs to develop visually appealing displays, aligning with brand aesthetics and marketing objectives.
- Analysed customer behaviour and preferences to tailor visual displays, enhancing the overall shopping experience.
- Collaborated with the marketing and sales departments to align visual merchandising with overarching business objectives.

Education

University: Bachelor's in Communication and Society studies

Institution: University of Milan

Period of study: 2006 – 2010