<LAURA PANTANO>

SKILLS

- HTML, CSS and JavaScript knowledge
- Bootstrap
- API Integration
- Agile methodology knowledge
- Power BI, Excel, Office proficiency
- Analytical thinking
- Problem-solving
- Communication skills
- Time management skills

COURSES

- SheCodes | May 2022
- SheCodes Plus (Front End Developer)
- SheCodes Basic (HTML, CSS, JavaScript)

https://www.shecodes.io/students/715-laura-pantano

- Udemy - Ux & Design Thinking | Oct 2021

SOMETHING ABOUT ME

- I'm Italian and I live in Portugal since 2011

- From 2013 to 2016 I worked in bar and restaurants in Lisbon as waitress.

- In 2020 I founded a pop-art gallery Gemito (Instagram: @gemito_popupgallery)

GALLUP TEST

- Connectedness
- Input
- Individualization
- Strategic
- Ideation

CONTACT

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E-mail: laura.pantano2@gmail.com

EXPERIENCES

QUALITY ANALYST

Accenture - Lisbon | Nov 2016 - May 2022

- Interpret data, analyse results and provide ongoing reports based on quality analysis.
- Identify patterns, common issues and root causes for day-to-day tasks both internally and with external vendors.
- Monitor and mentor Agents for Quality Optimization
- Identify improvement opportunities
- Act as escalation point of contact for process questions, issues and resolution

CONTENT REVIEWER ANALYST

Accenture - Lisbon | Sep 2015 - Nov 2016

COMPLAINTS ANALYST

Teleperformance - Lisbon | Jan 2012 - Jan 2013

- Comprehend the terms and conditions of the agreement between the Client and the User
- Identify Customer needs
- Collaborate with other departments to investigate Customer Complaint
- Ensure all the responses be in line with internal policies
- Preserve Company-Customer relationship

DISPLAY ASSISTANT

Inditex Italia - Montebello della Battaglia | Ago 08 - Feb 2011

- Comprehend the goals and targets of Marketing and Sales Department
- Interprete brief
- Understand the behaviour of target market
- Implementation of Visual Merchandising strategies

EDUCATION

UNIVERSITY OF LISBON

Post-graduation in Trend studies | 2016

UNIVERSITY OF MILAN

Bachelor's degree in Communication and Society | 2010