MARIA PITTÀ
Jr Front-end developer

ABOUT ME

Graduated in International Communication, with many years of experience in the customer service industry. Used to working in high-paced, demanding international environements both in Italy and abroad.

Curiosity, determination, and passion for technology led me to embark on a new adventure in the web development industry. I know how to fit into new world contexts without too much difficulty thanks to team spirit and excellent listening and communication skills.

SKILLS

HTML   CSS   JAVASCRIPT   TYPESCRIPT   ANGULAR

MATERIAL / UI   BOOTSTRAP

LANGUAGES

Native

Professional (B2)

Cervantes Certificate (C1)

CONTACTS

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https://github.com/marypitty

www.linkedin.com/in/maria-pitta

https://portfolio-marypitty.vercel.app

EXPERIENCE

03/2020 - 07/2021
Agoda International Hungary kft | Budapest
Specialized Support Team

- Agent dedicated to managing specialised procedures to support the customer service group. Solving complex customers issues and managing and negotiating with B2B partners and suppliers.
- Supervision and evaluation of the performance of junior agents and identification of training or refresher needs.
- Effective and proactive collaboration with colleagues, supervisors and managers developing proposal for the optimization of company procedures to facilitate the achievement of the desired business results.

10/2019 - 03/2020
Agoda International Hungary kft | Budapest
Customer Experience Specialist

- Deliver excellent customer service and manage the customer's needs.
- Continuously identify work process improvements and communicate with team leaders to deliver business strategies while improving customer service.
- Accountable for meeting individual and team goal (KPIs)

11/2014 - 09/2019
Suite Inn srl | Catania
Front desk agent & web marketing assistant

- Management and coordination of reception activities.
- Contents management in the various booking platforms and channel manager.
- Professional management of guest's complaints, response to reviews and resolve inefficiencies to improve customer satisfaction.
- Web marketing operations: competitors analysis using Google Analytics. SEO operations to optimize the position of the wesite in the main search engines. Website content amendment using Joomla platform. Create contents for social media platforms (Facebook, Twitter, Instagram), using campaign planning and scheduling platform such as Hootsuite or Buffer.

EDUCATION & COURSES

University of Catania
2011 | Languages for international communication
European languages, literature, communication, marketing

- **100 days of Code-Web development Bootcamp** – Udemy
- **Responsive Web Design** - FreeCodeCamp
- **Bootstrap, how to create a website** – Life Learning
- **Google Digital Training** -The Open University
- **Frontend Angular** - .dotAcademy