Monica Gisselle Casula
Software Engineering Student

📍 Berlin, Germany
Email: monicagiss02@gmail.com
Phone: +49 1523 1498856

A detail-oriented Software Engineering student with experience in technical support.

Education

Bachelor of Science in Software Engineering
University of Europe for Applied Sciences
March 2023 – Expected 2026

Skills

- **Programming**: JavaScript, Python, HTML, CSS/CSS3/Sass/Tailwind, React.js, Typescript, Node.js, Angular, MongoDB
- **Tools**: Git, GitHub, VS Code, Figma, Slack, Zendesk, AWS
- **Concepts**: Frontend Development, Debugging, Customer Service, Technical Troubleshooting, API Integration, UI/UX, Data Structures, clean code, object-oriented programming, AI models, Agile Dev.
- **Languages**: Native level of English and Spanish, German B1

Personal Projects

- Created from scratch an event Planner Hub: Designed and coded a responsive site to plan and manage events, providing tools for organizing, task management and scheduling. Used React.js, Typescript, HTML, CSS, and MongoDB.
- To-Do Website: Designed and created a website to manage daily tasks with JS/TypeScript, HTML, and CSS.
- Weather Website: Designed and developed a dynamic weather website using HTML, CSS, and JavaScript. Integrated Bootstrap for design and weather API for real-time data updates.

Professional Experience

PartnerHero (Nov. 2021 – Nov. 2022)

Technical Support Specialist

- Resolved technical queries and bug-related issues by coordinating with the developers' team.
- Provided actionable insights for software improvement.
- Identified recurring technical issues and proposed solutions that enhanced the CRM system performance.

Customer Support Specialist II

- Designed and implemented new email and chat templates, utilizing problem-solving and pattern recognition skills to streamline support for recurring issues.
- Handled high-level customer inquiries, supported training for new team members, and improved team response time through documentation.
- Engaged in B2B onboarding, managing and updating client accounts.
- Recognized for exceptional reliability and punctuality.
- Built foundational skills in customer relations, empathy, and issue resolution in a fast-paced support environment.

Certifications/Courses

Professional Course Diploma in Git and GitHub, React.js, Frontend Developer Practical Course, UX/UI Interface Design, Product Design Metris, Content Marketing Certification, Definitive HTML and CSS Course, Diploma of Computer Security for Companies, Python, Artificial Intelligence, Machine Learning, Operating Systems, IT Platforms