

Mihaela Younas

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Professional summary:

I am a highly motivated action oriented problem solver with excellent analytic and judgment skills and ability to identify success factors in diversified business scenarios. An ambitious person with excellent interpersonal skills possesses ability to bring order and vision to complex situations.I always look for bigger stance that has scope of learning for everyone involved.

Ambitious, enthusiastic and detailed understanding of various programming languages to webpage planning, development and maintenance. Foundational grasp of various CSS , HTML and Javascript options, development platforms ,in the process of learning web developing skills to pursue my new career.

Possess strong communication, decision-making, and problem-solving skills to deliver great customer service, as well as excellent organising and planning skills that enable adaptability and help to provide the first-class service and meet deadlines.

TECHNICAL SKILLS:

Javascript, Cascading Style Sheets (CSS), HTML

TECHNICAL PROJECTS:

- BrainWizz - memory cards game - Javascript interactive game -Github - Demo - <https://mihayounas.github.io/javascript-project2-game/>
- Love Maths - walkthrough project

- Rex Removals - Html,Css - presentation of a company and services
- Love Running - walkthrough project.

All my live projects can be seen at
<https://github.com/mihayounas> .

Work experience :

Currently : Student - Full Stack Web Developer - Studying HTML,CSS,JavaScript ,Python ,python testing ,React -the basics and building a strong portfolio .

Implemented timely software upgrades and updates for minimal operational disruption.

Nails Technician : october 2018 -december 2018 -Responded to customer requests and concerns in a timely manner.

Prepared nail beds and cuticles, shaped nails and applied polish for over multiple daily customers.

Manager Firezza Wandsworth(January 2017)My shift included managing the shop,staff and customer complaints.

- Applied expertise in team leadership to address productivity and performance issues.
- Managed staffing schedules for high numbers of employees, delivering operational efficiency whilst remaining under budget.
- Communicated daily performance and productivity expectations to high-volume teams, motivating effectively .

- Used Sage Accounting to confirm invoicing and inventory matched cost-of-goods-sold reports.
- Assessed employee performance through careful monitoring and development programmes, leading to promoting them.
- Developed strong teams by skilfully recruiting, orienting and training loyal, hard-working employees.

Assistant Manager Firezza Wimbledon(February 2015)- My shift here included dealing with customers , managing the shop, staff ,answering calls; trying to provide the best service for our clients.I also help my chefs in the kitchen when needed.

Letting Negotiator/Marketing Manager (September 2014, B&K Estates) - Performed day to day shift management tasks to bring smiles to customers. These tasks mainly include negotiating with clients, marketing administration, answering calls.

Berkley Court Hotel - I've worked like receptionist in two hotels.

- Handling internal and external calls from customers, clients and suppliers.
- Created specific and measurable action plans to improve guest services.
- Resolved customer complaints in a timely manner, adhering to strict customer service guidelines.

Supervisor - I've worked like supervisor 7 months.

Chicken World - Answering phone calls, serving customers, dealing with customers complaints.

Skills:

- Customer service
- Website optimisation

- Cascading Style Sheets (CSS)
- Web development projects
- HTML coding-in process
- GitHub- in process
- HTML email template design-in process
- Front and back end development-in process
- Team oversight.

Education:

Code Institute - Currently I am studying and building my career in web development including Python,Python Testing ,JavaScript and Ecommerce .

European Computer Driving Licence (ECDL)-ECDL certification - is a globally recognised information and communication technology (ICT) and digital literacy qualification.

University Of Lower Danube -Chemistry of food products-Romania .