NATALIA W KUKULA

Email: kuki_kukula@yahoo.com   **Github:** github.com/nataliakukula
Phone: 312-709-6145   **LinkedIn:** linkedin.com/in/nataliakukula
Chicago, IL 60613   **Portfolio:** nataliakukula.github.io/professional-portfolio

Web Developer with an educational background in public relations and media marketing, experience in hospitality and advertising, which led to gaining high level communication skills, detail-orientedness, entrepreneurial interest towards human-centered design.

TECHNICAL SKILLS

HTML, CSS, JavaScript, Node.Js, mySQL, mongoDB, Express, Handlebars, Bootstrap, jQuery

APPLICATIONS BUILT

Trivia Chicago - Front End Application
- Utilizes dynamic Javascript to allow users answer questions and keep track of their answers
- Built with: HTML5, CSS3, Bootstrap, Javascript, jQuery
- Website: nataliakukula.github.io/TriviaGame

LIRI - Back End Application
- Liri bot (a language interpretation and recognition interface) makes API calls to render data in the CLI
- Built with: Node.Js, Git Bash, Javascript, APIs, NPM packages, JSON
- Link: github.com/nataliakukula/liri-node-app

Know Your Alderman - Collaborative Project
- App provides information on Chicago aldermen (educating and informing about local governments)
- Built with: HTML, CSS, Bootstrap, Javascript, jQuery, AJAX, Firebase, APIs
- Website: kaylaverheyen.github.io/know_your_alderman

EDUCATION

Certificate - Full Stack Web Development Bootcamp
Northwestern University, Chicago, IL

Master's Degree - Journalism, Public Relations and Media Marketing
University of Warsaw, Warsaw, Poland

PROFESSIONAL EXPERIENCE

Guest Experience Manager
Ginosi Apartels, Chicago, Illinois, US.
March 2017 – August 2018

● Follow policy while multi-tasking through company's software.
● Support headquarters to fulfill customer service requests.
● Provide staff training, inspect their work, hire team members per human resources' request.
● Report any guest, staff, apartment, software issues to line manager daily.
● Create processes and documentation to make restocking inventory levels (PAR) more efficient.

Guest Service Host
Ivy Boutique Hotel, Chicago, Illinois, US.
February 2017 – July 2018

● Register and process guests to their assigned rooms and handle payments.
● Accommodate guest requests and provide concierge assistance.
● Communicate with hotel staff on the status of guest rooms.
● Multi-task through different computer systems such as InnRoad, Saflok, HelloShift etc.
● Make reservations, upselling guest rooms and promote hotel services.

Front Desk Manager
Dream Hostel Warsaw, Dream Hostels LTD., Warsaw, Poland
May 2016 – January 2017

● Work on the opening team to startup a new chain hostel and create efficient processes.
● Hiring, training, team building, scheduling, evaluating, supervising staff and hostel events.
● Assist with operations and cooperate with the central office to manage guest reservations.
● Focus on customer satisfaction while upholding hostel standards.
● Help achieve Trip Advisor's star of excellence of 2016 within 8 months of operating and become the best hostel in Warsaw.

Advertising Representative
Tribune Publishing, Chicago, Illinois, USA
January 2015 – January 2016

● Fulfill customer's requests for over 35 different publications such as the Chicago Tribune.
● Multi-task through different computer systems and applications such as Adit, SharePoint and Microsoft Office.
● Aid customers in locating ads through www.legacy.com and MerlinOne E-sheets.
● Utilize soft sale techniques to aid customers in finding the correct products.
● Give a 100% to achieve largest revenue on the team and receive an award for making almost $250,000 in quarter II.