


# PAOLO LICATA

W E B   D E V E L O P E R

 +39 3296788087

 paolo\_licata@outlook.com

 Berlin, Germany

 placeholder-portfolio.com

## PROFILE

Web Developer with a strong foundation in fraud prevention and customer service. Proficient in HTML, CSS, JavaScript, and React, with a passion for tackling complex challenges and creating impactful, solution-oriented projects. Driven to develop innovative concepts and integrate emerging technologies into everyday workflows.

## SKILLS & TOOLS

### FRONT-END:

- HTML, CSS and JavaScript
- React and React Native
- jQuery
- Bootstrap Library
- Angular

### BACK-END:

- NodeJS
- JSON
- API
- MongoDB, Firebase
- AWS Cloud Development

### PROFICIENT IN:

- Git
- Android Studio
- Postman
- Scrum (Trello)

## WEB DEVELOPMENT EXPERIENCE

### CERTIFICATE IN FULL-STACK WEB DEVELOPMENT | CAREERFOUNDRY

- Intensive, project-driven training program with a focus on HTML, CSS, JavaScript, and leading libraries, frameworks, and tools.
- Completed 500+ hours of hands-on training under the guidance of experienced tutors and mentors.
- Developed a range of projects demonstrating proficiency in multiple programming languages and frameworks.

## WORK EXPERIENCE

### FRAUD PREVENTION SPECIALIST

Zalando

2022 - Present

- Identified a growing trend of fraudulent activity at the B2C level, which posed significant financial risks to the company.
- Developed and implemented robust procedures and preventive actions to detect and limit fraudulent patterns.
- The new procedures effectively minimized fraud, enabling the team to save hundreds of thousands of dollars weekly.

# EDUCATION

## WEB DEVELOPMENT CERTIFICATION

CareerFoundry | Berlin  
April 2024 - February 2025

## SECONDARY SCHOOL

Maritime High School  
2010 - 2015

## CUSTOMER CARE SPECIALIST

Zalando

2019 - 2022

- Faced with a diverse range of customer inquiries on company-related topics, each requiring knowledgeable, tailored responses to ensure customer satisfaction.
- Greeted and advised customers professionally and empathetically, providing expert guidance on various topics. Focused on building trust and rapport with each customer to create a positive experience.
- Consistently delivered high-level customer service, resulting in increased customer satisfaction and positive feedback.

## CABIN CREW

Ryan-Air

2018 - 2019

- Ensured a safe and enjoyable experience for all passengers in a high-paced, service-oriented environment onboard the aircraft.
- Warmly greeted passengers upon boarding, prioritizing safety protocols and delivering attentive service throughout the flight. Provided support and upsold food and beverage options in line with company recommendations, maintaining a friendly and professional approach.
- Consistently delivered exceptional service, fostering a positive travel experience and upholding high standards of customer satisfaction for all passengers.

## INFANTRY SOLDIER

Italian Army

2015 - 2018

- Operated in high-stakes environments requiring discipline, tactical skill, and resilience.
- Executed missions through teamwork, strict adherence to protocols, and adaptability under pressure.
- Consistently met mission objectives, ensuring safety and earning commendations for reliability and teamwork.