SANDRA LUUKAS

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📍 Barcelona, Spain

Skills

- Excel, Google sheets
- HTML/CSS
- Javascript
- SQL
- Ruby on Rails
- Jira
- Salesforce
- Zendesk

Languages

- Estonian - Native
- English - Fluent
- Spanish - Intermediate

Education

- **Web Development**, Le Wagon
  10/2023 - 12/2023
  - *9-week full-time intensive coding bootcamp*
  - *Learned and used HTML, CSS, Bootstrap, JavaScript ES6, SQL, Git, GitHub, Heroku and Ruby on Rails.*
  - *Designed, implemented and shipped to production a clone of AirBnB*
  - *Completed a sustainable clothing exchange webapp project - Swapt in 2 weeks in a team of 4*
  - *Project: www.swapt.shop*

- **Chef**, Tartu Kutsehariduskeskus
  09/2009 - 02/2011
  Chef in Culinary arts

About Me

Recent web development graduate with 13 years of experience in hospitality industry. Including a great journey as a co-owner of a cafe.

Proven ability to lead and collaborate with other team members in order to make process improvements and boost company revenue. Looking to use my expertise in customer database management and optimize customer satisfaction.

Professional Experience

Hostel manager, 360 Hostel, Spain
10/2022 – 10/2023, Barcelona

Key responsibilities:
- Recruiting, training, and scheduling hostel staff.
- Organizing events and activities to enhance guest experience.
- Managing inventory of supplies and ensuring adequate stock levels.
- Addressing and resolving any safety or compliance issues.

Hostel manager, 9Ninelives
04/2022 – 10/2022, Lagos, Portugal

Key responsibilities:
- Recruiting, training, and scheduling hostel staff.
- Monitoring and managing expenses to meet financial goals.
- Resolving guest concerns and ensuring a positive experience.
- Collecting and analyzing guest feedback.

Restaurant supervisor, Xanadu Winery
01/2021 - 04/2022, Margaret River, Australia

Key responsibilities:
- Ensuring a high level of customer satisfaction by overseeing the quality of service.
- Managing restaurant inventory, including wine stock levels.
- Promoting Xanadu Winery's brand and values to customers.

Co-owner, Twin fin cafe
2018 - 2022, Lagos, Portugal

Key responsibilities:
- Staff management, trainings.
- Menu development.
- Marketing via Instagram.
- Ensuring the quality and consistency of food, beverages, and service.

Customer support, Bolt
2017 - 2018, Tallinn, Estonia

Key responsibilities:
- Driver document verification
- Payments and fraud related tasks
- Providing guidance and training new customer support workers
- Customer and driver support in Australian and African markets