Silvia Melecrinis
Frontend Developer

Github - Portfolio - s.melecrinis@gmail.com - Cardiff, CF11

SUMMARY

Junior Frontend Developer with a solid foundation in HTML, CSS, and JavaScript. I am passionate about designing and building engaging, responsive user interfaces that enhance the user experience. With a keen eye for design and a dedication to staying current with emerging technologies, I am eager to contribute to a forward-thinking team and further develop my skills as a developer.

SKILLS

Languages: HTML, CSS, Javascript, C#, JQuery, SQL.

Technologies: TailwindCSS, Blazor, Bootstrap, Metronic, Razor, Git, npm, Browserstack, Azure, CosmosDB, Wordpress.

Tools: Visual Studio, Figma, Photoshop, InDesign, G Suite, Microsoft Office, Trello, Monday.com, Target Process, Zendesk.

CAREER HISTORY

Junior Frontend Developer — Advanced Secure Technologies, Cardiff

DEC 2023 - PRESENT

- Contributed to the development of new features using HTML, CSS, JavaScript, and jQuery.

- Collaborated with the UX designer to seamlessly integrate new designs and features, ensuring high-quality implementation.

- Improved the accessibility of the existing codebase, enhancing the user experience for diverse audiences. ● Developed and implemented new components in adherence to accessibility standards.

- Conducted code reviews, ensuring that accessibility guidelines were consistently followed by the team. ● Created reusable and maintainable code by adhering to design patterns and coding standards. ● Ensured cross-browser compatibility and responsive design, maintaining a consistent experience across devices. ● Assisted in troubleshooting and debugging issues, providing timely fixes and solutions.

- Collaborated with the teams to deliver features on time and within scope.

Technical Support Engineer — Advanced Secure Technologies, Cardiff

MAR 2023 - PRESENT

- Managed and resolved customer support tickets in Zendesk, consistently meeting SLA targets for response and resolution.

- Demonstrated strong documentation skills by clearly and concisely recording resolved issues, ensuring knowledge sharing for efficient problem resolution across teams.

- Investigated data issues and retrieved relevant information using SQL to support troubleshooting and resolution efforts.

- Supported customer print runs and contributed to process analysis and optimization to enhance efficiency.

- Maintained up-to-date documentation, incorporating valuable insights to aid in future issue resolution and team collaboration.

Junior Frontend Developer — Flex Systems, Cardiff

APR 2021 - AUG 2022

- Contributed to the development of a new booking platform web application (thinkBooker) using Blazor, C#, and TailwindCSS.

- Successfully incorporated client-requested modifications and resolved bugs in the code for over 50 legacy software clients utilizing HTML, CSS, and JavaScript.

- Contributed to the creation of pattern library components within the booking system, ensuring design and user experience consistency across the platform.

- Gained proficiency in SCRUM and Agile methodologies, actively participating in development estimations during refinement sessions.

- Demonstrated versatility in learning new skills and technologies while effectively collaborating with others to maintain a complex codebase.

- Implemented continuous integration and continuous deployment (CI/CD) processes, ensuring efficient and streamlined deployment of code to production environments.

Technical Support — Flex Systems, Cardiff

Online booking and scheduling systems

SEP 2019 -AUG 2022

- Managed and processed incoming phone calls and emails, logging support tickets with complete accuracy, and releasing fixes and updates back to clients.

- Ability to support non-technical customers by effectively explaining complex IT concepts in easy-to-understand terms and provide guidance on the CMS functionality.

- Proficient in identifying and solving various technical issues, demonstrating a strong ability to resolve customer problems effectively.

- Identified recurring patterns in support tickets and proactively proposed enhancements and preventative measures to mitigate future occurrences.

- Proficient in documenting resolved issues in a clear, concise, and easily understandable manner, enabling others to efficiently resolve similar problems.

- Evolved into a more developmental role, reducing the burden on the development team by resolving inbound issues such as making changes to the code of client websites without senior developer assistance.

- Installed, maintained and updated plugins on legacy clients Wordpress sites or made content changes on request.

EDUCATION

Frontend Web Development Bootcamp — Codez Academy, Cardiff

APR 2019 - JULY 2019

High School Diploma (A-Level equivalent) — ITC Romanazzi, Italy

SEP 2003 - JUN 2008 , Computer Science and Business Management