

Tommaso Benedetti

Full-Stack Web Developer

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UX/UI Developer with a background as a Data Analyst. Experience in customer service and content reviewing. Highly skilled at providing services and solutions to clients.

WORK EXPERIENCE

Content Reviewer at Accenture

November 2017 – Present

- Processing of accounts flagged for review of potentially sensitive content to ensure there are no violations of policies
- Validating, investigating and responding to inquiries of an urgent or sensitive nature
- Complying with all client published policies and procedures and any legal and regulatory requirements
- Being assigned and accountable for workable solutions and processes within specific area of responsibility

Customer Services Agent at Accenture

June 2017 – November 2017

- Handling issues related to web advertising policies
- Supporting CUs with any Billing/Payment questions related to the product
- Optimizing campaigns and pitch the best features for customers based on CU's budget, model of business, final CU's score
- Managing complaints, fraud, and account hijacking queries
- Being ready to analyze the effectiveness of CU's accounts settings

Erasmus+ scholarship

January 2016 - March 2016

OLGRUM Sp. z o.o.

EDUCATION

CareerFoundry

UX/UI Design Certification, July 2022

University Of Pisa

Corporate Law, Labor and Public Administration
Bachelor's degree, July 2021

Erasmus scholarship

Corporate Law, Labor and Public Administration
Seville (Spain), September 2011 - July 2012

Frontend Development:

- HTML, CSS, Javascript, Typescript
- Frameworks (React/React Native, Angular, Redux, SASS, Bootstrap, jQuery)
- Object-Oriented Programming
- Test-driven development and behavior-driven development (Gherkin, end-to-end testing, unit testing)
- Client-side app routing
- AJAX
- Building mobile apps with React Native and Expo

Backend Development:

- APIs, RESTful, CRUD and JSON
- NodeJS, Express
- Postman
- Middleware
- Authentication and Authorization
- Relational and non-relational databases (MongoDB, PostgreSQL)
- Heroku, AWS, Google Firestore

Languages:

- English - Full Professional Proficiency
- Italian - Native Proficiency
- Spanish - Intermediate Working Proficiency
- Polish - Basic Proficiency