

Vito Dipinto

Front-end Web Developer

37 Ridgewell Close · London · SE25 5AP

07460 480320 · vitodipinto@outlook.com

PORTFOLIO: <https://www.vitodipinto.me>

PERSONAL PROFILE

I am passionate about programming and web technologies and I would define myself an avid and curious learner. After having completed an MA in Web Design & Content Planning as mature student (which provided me with a strong understanding of all aspects of website design including aesthetics, graphics and client-side coding) I continued to avidly improve my technical skills. I built my portfolio using a customised WordPress Template, and now I am in the process to a web app (built using JavaScript and React). I am constantly learning new technologies using online courses. I demonstrated excellent analytical problem solving and troubleshooting skills during my internship as web developer at Minttwist. Here, I also developed a very good knowledge of working with a series of development tools: GIT, Jira, Docker, Bitbucket. Since November 2020, I work as Full Stack Web Developer at [PinkNews](#), building WordPress Landing Pages and new functionalities. I am highly customer focussed with excellent communication skills which I have utilised by working in customer service roles alongside my studies.

EDUCATION

The University of Greenwich, London

September 2017 – October 2018

MA in Web Design & Content Planning – 2 years part-time course

- Key Modules: Content Management, Design for Web Content and User Experience Design
- Designed three responsive websites using HTML 5, CSS3 and PHP, CMS of your choice.
- Final Project: Created a skateboarding vlog using WordPress as CMS. Created a logo, animations, images and videos, published the vlog and promoted this via social media

The University of Birmingham, Birmingham

September 2013 – June 2014

Graduate Diploma in Business Administration

The University of Birmingham, Birmingham

September 2011 – December 2012

MA in Translation Studies

Università degli Studi di Bari, Italy

September 2003 – October 2011

BA in Modern Languages: English, French & Spanish - 2.2

Regularly complete **CPD** to keep my skills up to date. I recently completed a JavaScript course on **Codecademy.com**. I am finishing a web application which interact with Yelp API.

EMPLOYMENT HISTORY

Web Developer

PinkNews, London | November 2020 – present

Environment: Php, HTML5, CSS, JavaScript, JQuery, MySQL, Bootstrap, Ajax, API Integration.

- Built new landing pages using scripting language PHP and Lavarel.
- Developed new features: Bookmarking System which enables registered users to save articles on their account.
- Designed and build PinkNews Job Board Page.
- Created reusable codes to facilitate smooth future usage.

Web Developer

Winn Brown, London | February 2020 – November 2020

- Developed webpages using scripting language PHP, and content management system WordPress.

Gained some experiences with React (designed and developed Gutenberg Blocks).

Web Developer Intern

Minttwist, London | August 2019 – November 2019

- Developed webpages using scripting language PHP, and content management system WordPress.
- Provided support to senior developers in troubleshoot and fix websites issues
- Gained some experiences with React (designed and developed Gutenberg Blocks for WordPress Custom Templates).
- Trained to use JIRA effectively.

Customer Service Executive – Part-Time Booking.com, London | May 2015 – July 2016 and April 2017 – Present

Provides the highest possible levels of customer service, whilst answering customer queries and assisting customers with their reservations, utilising my Italian and English language skills
 Liaises between guests and hotels to obtain additional information and resolve any issues, including over-booked hotels. Sources alternative accommodation and resolves a high volume of complaints
 Regularly liaises with unhappy customers, which requires excellent diplomacy and leadership skills
 Keeps accurate call records on the internal CRM system

Key Achievements

Regularly exceeded First-Contact-Resolution, productivity, conformance and call time targets

Senior Customer Service Executive

Booking.com, London | July 2016 - March 2017

Provided management and technical support to Customer Service Agents, Accommodation Service Agents, Team Leaders and Partner Services
 Coached the Customer Service Executives to help them to improve their customer service skills, proactively providing additional technical support as required. Provided guidance and assistance with internal procedures
 Managed the resolution of overbooking cases and customer complaints, created and managed budgets used to relocate customers to alternative accommodation
 Networked with Booking.com UX designers and developers, provided customer feedback and highlighted website issues, in order to improve the overall customer experience
 Shared best practice and completed a range of online training courses
 Worked cross-functionally with different teams in order share knowledge and improve products
 Returned to a part-time customer facing role in order to focus on my master's degree studies

Key Achievements

Acted as a Brand Ambassador, creating digital material including blog entries and social media posts which increased employee satisfaction and helped Team Leaders and Agents to achieve or exceed their KPIs

Customer Service Executive

Booking.com, London | May 2015 – July 2016

Hotel Receptionist

The Kensington Hotel | London October 2014 – May 2015

Translation Project Manager and Freelance Translator

April 2013 – August 2013

Launched a company which translated four new video games into Italian, which involved coaching and managing a team of four translators
 Worked closely with independent video game developers to understand their requirements. Managed the translation projects and delivered high quality projects within the agreed timescales
 Created a website using WordPress, drove traffic to the website through content marketing and social media posts, which increased search traffic by 44%

INTERESTS

My interests include creating and managing my personal blog which includes web-design projects, web standards, CSS, typography, SEO and responsive web design. You can view this [here](#)
 Developed a skateboarding vlog, gaining specialised knowledge on filming and video-editing
 Keeping up with current design trends and best practices through continual CPD

WORKSHOP, SEMINARS AND CONFERENCES

State of the Browser 2018, 2019 <https://2019.stateofthebrowser.com/>

ADDITIONAL INFORMATION

Languages: Fluent English, Italian and French with a good understanding of Spanish

Nationality: Italian

Driving Licence: clean British Driving Licence

KEY SKILLS

Web Technologies & Frameworks: HTML5, CSS3.0, React, PHP

Scripts/UI: JavaScript, JQuery, AJAX, BootStrap, Foundation.

Database and ORM: MySQL

Web Debug/ Troubleshooting Tools: Mozilla Firebug (debugger), Chrome developer tools

Application/Web Server: Apache Tomcat 6

Versioning and other tools: Git, Bitbucket, Jira, Webpack, Node.js

Deployment Tools: Docker