



# CHRISTELLE LINDA NATABOU



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## SOFT SKILLS

- Creativity & problem solving
- Analytical thinking
- Orientation to the result
- Enthusiasm for education
- Flexibility
- Loyalty
- Organizational skills
- Emotional and social intelligence
- Transferable skills

## EDUCATION

High school diploma

**Czechitas**

Digital Academy Web

09/2023 - 12/2023

**Secondary Nursing School of Russia**

Medical assistant

2009–2013

## LANGUAGES

Czech - Native speaker

English - C1

French - A2

Driver's license B

## ABOUT ME

I am an enthusiastic frontend developer with a passion for creating user-oriented web interfaces. I have knowledge of CSS box model, DOM, JavaScript events and functions, React framework, working with components, state management, routing, API, versioning using Git and GitHub, UX/UI design principles, working with repositories and collaborating on projects with other programmers. Among other things, my strong foundation in sales and customer experience gives me a deep understanding of user needs and behavior.

## HARD SKILLS

- ■ ■ ■ ■ HTML
- ■ ■ ■ ■ CSS Javascript React
- ■ ■ ■ ■
- ■ ■ ■ ■

## I ALSO CONTROL

- Git
- JIRA
- Tailwind
- materiality
- SEO/SEM marketing
- PRINCE2 Agile
- Statistical analysis
- User interface design
- Software development

## HOBBIES

- > Generative AI
- > DEIB Community Engagement and Outreach
- > Continuous Education
- > Neuropsychologie & Biohacking

## WORK EXPERIENCE

Czechitas, z.ú.  
01/ 2023 – curenly

### **Coach at programming courses •**

- Coaching at coding/programming courses (HTML, CSS, JavaScript).
- Cooperation with the senior lecturer, leading small groups of students, providing them with project feedback and support.
- Engaging with the Czechitas community, continuous education and testing of my skills.

Woltair s.r.o.  
10/ 2022 – 02/2023

### **Manager of Customer Experience •**

- Leading role in setting up processes, strategy and reporting for customer experience in the Czech Republic and Poland and preparation for expansion.
- Temporary management of customer care with the aim of stabilization and increase of productivity, where it was possible to set processes and increase productivity by 160%.
- Close cooperation with the IT team in the development of the application for customers.

Kalkulator.cz s.r.o.  
06/2022 – 09/2022

### **Manager of the Energy vertical •**

- Comprehensive P&L of energy verticals with profitable turnover..
- Close cooperation with the external IT team on the development of the client interface.
- Regularly meeting monthly financial KPIs set by investors.

Kalkulator.cz s.r.o.  
05/2022 – 06/2022

### **Junior project manager •**

- Review of internal processes of the back office department.
- Communication with external partners.
- Implementation of an internal audit process that improved the quality of signed contracts by 55%.

Ušetřeno s.r.o.  
07/2021–04/2022

### **Back office specialist •**

- Close cooperation with the product department & external partners.
- Training and coaching of sales department employees to improve the quality of signed contracts.

Ušetřeno s.r.o.  
11/2018 – 06/2021

### **Sales specialist •**

- Education of clients in the field of energy.
- Establishing and maintaining long-term relationships with existing customers, which led to repeat business, referrals, and my regular goal achievement.

Klikpojisteni.cz, a.s.  
01/2017 – 11/2018

### **Sales specialist •**

- Conclusion of insurance contracts with clients in accordance with applicable regulations.
- Establishing and maintaining long-term relationships with existing customers, which led to repeat business, referrals, and my regular goal achievement.

Within the framework of short-term and long-term contracts, I also worked as a television and radio presenter, model and organizational guide of leisure activities.