

RUSLANA SIGALOVA

JUNIOR SOFTWARE ENGINEER

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EDUCATION

University Of Central Florida

Orlando, FL

Bachelor of Science (B.S.) – Computer Science

Graduation Date: May 2026

Valencia College

Orlando, FL

Associate of Science (A.S.) – Computer Programming and Analysis

Graduation Date: May 2024

WORK EXPERIENCE

Freelance

Web Developer

Remote, FL, USA

May 2023–current

- Designed and developed custom websites tailored to meet the unique needs of each business. Utilized HTML/CSS, JavaScript to implement functional and visually appealing web solutions.
- Worked closely with clients to understand their requirements and preferences, ensuring satisfaction with the final product. Incorporated client feedback throughout the design and development process to achieve desired outcomes.
- Conducted thorough testing and debugging to ensure websites functioned flawlessly across different devices and browsers.

Tri7 Solutions,INC

Customer Service Officer

Remote, FL, USA

Dec 2022–Aug 2023

- Managed Bitrix24 CRM for prompt ticket resolution with a 3-minute response time, handled high ticket volume, resolving 80% of issues on first contact, provided comprehensive support on betting platform accounts, resulting in subscription sales increase, maintained a customer satisfaction rating of 90%.
- Conducted more than 200 monthly cryptocurrency transactions securely and accurately, assisted users with refunds and payment instructions.
- Created comprehensive documentation outlining job processes and procedures to facilitate training for new hires. Conducted training sessions for new employees, ensuring a smooth onboarding process and knowledge transfer.

Yalla Market*Project Manager***Remote, Russia**

Jan 2022 – Dec 2022

- Utilized HTML and CSS to enhance the visual appeal and user experience of the Yalla Market website, resulting in a 15% improvement in overall website aesthetics and navigation.
- Maintained product information integrity, ensuring a 100% accuracy rate in product details on the website, positively impacting customer trust and reducing returns.
- Achieved significant improvement in project tracking accuracy and managing finances by diligently updating and managing tasks in Jira Kanban software, enhancing overall team efficiency and collaboration.

Tawreed*Data Encoder***Remote, Dubai**

Sept 2021 – Jan 2022

- Achieved a 20% increase in product listing accuracy by streamlining data entry processes, including uploading images, updating prices, and refining product descriptions on the X-Cart platform.
- Enhanced product presentation and user experience by skillfully editing product cards on both the X-Cart platform and the company's application, contributing to a 20% increase in customer engagement.
- Maintained precise business metrics by accurately entering over 10,000 orders into the Odoo program monthly.

TECHNICAL SKILL

C, Java, Python, SQL,
WordPress, HTML/CSS, Jira
Kanban, Mongo DB, CRM Odoo,
Bitrix24, Excell, Word

PROJECTS

Website: <https://emmittjoneskoffee.com/>
Website: <https://greenconnectafrica.online/>