Valentina Franciosi

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Objective: Secure a Full Stack Developer position that allows me to utilize my comprehensive skill set to design, develop, and deploy innovative web applications and solutions. Leveraging my adaptable, detail-focused, analytical, and organized approach, I am committed to delivering high-quality software on schedule, while also maintaining a strong dedication to continuous learning and staying updated with the latest technologies.

SKILLS

Languages: Spanish, English, Italian, French | HTML, CSS, Javascript, React, Bootstrap | Python, Flask, Django, Node.js | SQL (MySQL, SQLAlchemy), NoSQL (MongoDB) | REST APIs, Postman | Git, Github | AWS, Google Cloud | Docker, Kubernetes | Authentication with JWT | Unit Testing with Jest | Agile Tools: (Scrum, Kanban) Jira, Trello | CRM Systems: Salesforce, HubSpot, Zendesk | Microsoft Office (Excel, Word, Outlook, PowerPoint)

EXPERIENCE

Customer Implementation and Operations Manager   April 2022 - June 2023
Uberall | Madrid, ES (Remote)

SaaS onboarding and training of clients and partners, including technical implementation and data management, while ensuring top-notch service delivery at a global scale.

Key Accomplishments:
- Relationship management of a portfolio of over 50 clients throughout their life cycle with the company.
- Assisted engineering team in the customization of client's store locators using HTML, CSS, and JavaScript.
- Generated comprehensive data insights on clients' location information through MySQL queries.
- Developed and implemented customized APIs to automate client's information updates and integration with Google.

Customer Care Supervisor   October 2020 - March 2022
SiteGround | Madrid, ES (Remote)

Lead a 10-agent customer service team, reviewing their daily work, coaching them through written feedback and regular one-on-one meetings. Develop training systems to keep the team up-to-date with all new technologies.

Key Accomplishments:
- Increased customer satisfaction within the Italian market, taking it from 94% to 95.9% in one year.
- Led my team to become the top-performing in the Customer Care department, through consistent data analysis.
- Collaborated in the development of a comprehensive technical knowledge base for clients and team members.

Senior Sales Representative   November 2019 - September 2020
SiteGround | Plovdiv, BG (Remote)

- Increased direct sales in the Italian market by 17%, with a 92% conversion rate.
- Sales representative of the month award in June 2020.

Customer Care Representative   January 2019 - November 2019
SiteGround | Madrid, ES

Provide technical support, mainly PHP and WordPress, for international clients of a top-tier web hosting company.

Key Accomplishments:
- Consistently top-performer from the moment of training until promotion.
- Customer service agent of the month award in May and September 2019.

EDUCATION

4Geeks Academy | Full Stack Development Bootcamp   September 2023
- Frontend: HTML5, CSS3, Javascript, React, Bootstrap, DOM manipulation, API consumption.
- Backend: Python, Flask, SQL, API integration.

Swiss Hotel Management School | Bachelor of Arts in Hotel and Events Management   July 2014
- GPA: 3.7/4.0
- *Executive Chef*, Student Kitchen; *Service Lead*, Student Restaurant; *Decoration Manager*, 2nd and 3rd year events.

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PROJECTS

PROFESSIONAL PROJECTS:

Readeeks (August - September 2023)

Full Stack Developer | HTML5, CSS3, JavaScript, React, Bootstrap, Python, Flask, REST APIs, SQLAlchemy

• Developed a dynamic web application enabling users to buy, sell, and exchange second-hand books while fostering a literature-focused community.
• Collaborated closely with two teammates in both Frontend and Backend development to deliver a seamless user experience.
• Employed React and Bootstrap to design an intuitive frontend interface with responsive design, enhancing user interaction. And integrated the Python-based Flask framework for Backend development, incorporating REST APIs for smooth data flow.

Uberall Store Locator (December 2022 - June 2023)

Frontend | HTML, CSS, MySQL

• Customized a store locator for a prominent Italian betting brand's retail outlets, enhancing user experience and functionality.
• Collaborated with both Project Management and development teams to align frontend adjustments with client requirements.
• Utilized HTML and CSS to tailor the frontend interface, ensuring it met the brand's visual identity and usability standards.
• Worked closely with cross-functional teams to integrate MySQL database with the application, enabling efficient store information retrieval.
• Successfully delivered an enhanced store locator, promoting user engagement and simplifying the search for retail outlets.

PERSONAL PROJECTS:

My Online CV

HTML5, CSS3, JavaScript, React

• Crafted a dynamic online CV showcasing my skills, experiences, and personality in a creative way.
• Developed the entire project independently, focusing on frontend design and interactivity.
• Leveraged HTML and CSS to structure and style the web application, ensuring an aesthetically pleasing user interface.
• Implemented JavaScript and React to add interactive elements, enhancing user engagement.