

STELA CEAICOVSCAIA

Frontend Developer



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[LinkedIn](#), [GitHub](#), [Portfolio](#)



Oslo, Norway

## PROFILE

Full stack web developer with a diverse background and 5 years in consumer services, pedagogy, and retail. Combining a strong technical skill set (HTML, CSS, JavaScript) with a customer-centric mindset to create engaging and user-focused web experience. Likes challenging tasks and thrives on delivering innovative solutions.

## SKILLS

### Frontend:

- HTML, CSS, JavaScript
- Libraries/Frameworks (React, Redux, Angular, Material, Bootstrap, jQuery)
- Responsive Design
- AJAX & JSON
- Test- & Behaviour-Driven-Development
- Functional & Object-Oriented Programming
- Mobile Apps (React Native, Expo)
- UX/UI (user stories, user flows, wireframes)

### Backend

- Node.js & Express
- APIs (JSON, RESTful, Postman)
- Hosting and Web Services (AWS, Google Firestore, Heroku, Netlify)
- Relational and non-relational databases (PostgreSQL, MongoDB)

## LANGUAGES

- English
- Norwegian
- Russian
- Roumanian
- French

## HOBBIES

- Working out
- Dancing
- Hiking

## REFERENCE

### Jenny Olsen

Electrolux | Team leader  
92025184

### Ingeborg Flyen

Coop Mega | Manager  
48046333

## PROFESSIONAL EXPERIENCE

### Consumer Services Support Specialist

Electrolux Company | July 2023 - Present

- Documented customer support processes and procedures, resulting in a 30% reduction in customer support errors
- Collaborated with cross-functional teams to identify and implement process improvements, enhancing overall service efficiency and customer experience
- Compiled and analyzed customer feedback and data to provide valuable insights for marketing teams, contributing to improved customer engagement

### Customer Service Employee

Electrolux Company | November 2022 - June 2023

- Handled customer inquiries and provided support for a range of home appliances, including troubleshooting, technical assistance, and order placement
- Managed a high volume of incoming calls, chats, and emails while maintaining a high level of professionalism, empathy, and efficiency in resolving customer issues
- Developed customer service scripts to ensure consistent customer service across all customer service channels

### Store Employee

Coop Mega | April 2019- June 2022

- Processed transactions quickly and accurately, resulting in a 60% decrease in customer wait times
- Trained new employees on store processes and policies.
- Resolved customer complaints in a timely and professional matter

## EDUCATION

### Full-Stack Web Development

CareerFoundry

2022 - 2023

### Bachelor in Informatics: Design, Use, Interaction

University in Oslo

2019 - 2022

### Bachelor in Pedagogy and Linguistics

Transnistrian State University

2011 - 2016