

## EXECUTIVE SUMMARY

Motivated and enthusiastic junior React developer with a passion for creating user-friendly web applications. Proficient in HTML, CSS, JavaScript, and React, with experience in developing responsive websites and web applications. Strong problem-solving skills and a team player with the ability to learn quickly.

## FUNCTIONAL EXPERTISE

- Proficient in HTML, CSS, JavaScript, and React
- Experience with Redux, React Router, and Styled Components
- Familiarity with Git, GitHub, and version control
- Knowledge of Agile methodologies
- Experience with responsive design and cross-browser compatibility
- Experience with RESTful APIs and AJAX

## Projects:

PokaPizza - <https://pokapizza.al/>

- Pizza Website create whith React App, Html, Css.
- Technologies used :React, React Router, Html, Css

FM-Auto- [https://fm-auto.netlify.app/ /](https://fm-auto.netlify.app/)

- Car accessories website
- Technologies used :React, React Router, Html, Css, Material Ui.

AADF - <https://app.netlify.com/sites/reliable-phoenix-68b6ec/overview>

- Pizza Website create whith React App, Tailwind, Html
- Technologies used :React, React Router, Html, Css, Tailwind

## FUNCTIONAL EXPERTISE DEMONSTRATED

### [Mente.al](#)

November 2022 – February 2023

Internship in ReactJS, NodeJs, Firebase.

### [TELEPERFORMANCE ALBANIA](#)

September 2018 – Current

Supervisor - Data Analyst wfm

- **Supervisor:**

- Manage and grow a group of assigned Agents to meet and exceed performance, quality, end user satisfaction, customer satisfaction and any other important operational metrics by providing them with guidance, support and training.

- Analyze the performance of the group and agents and the quality parameters regularly over the duration of the shift to ensure that all operating parameters are in line with the objective 80% of the time for Monitoring & Coaching

- Follow all phases of the TOPS to manage your team on a daily basis ensuring that 80% of the shift is spent managing your team.

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- Support, motivate, evaluate and prepare their agents to meet and exceed individual and group goals.

- Regularly monitor contacts managed by your team and provide appropriate feedback, coaching and training courses to ensure agents meet minimum client requirements.

Maintain and proactively offer the required levels of service maximizing the productivity of the group to ensure the achievement of the operating margin to reach the financial goal.

- Provide “real-time” support to agents experiencing call difficulties and handle requests from angry and dissatisfied customers promptly and professionally.

- Work together with a "Point of Contact" to identify problems and prepare the Action Plan for the assigned KPIs.

- **Forecasting and Data Analysis:** Uses Excel, artificial neural net plugins, and data pulled from SQL databases to generate forecasts used to determine production levels for the Firm’s product lines, enabling the Firm to manage its inventory, lower input costs, and generate data visualizations related to trends and performance.

CallCenter  
Sep 2017 / aug 2018

### **Telephone consultant**

Greenal98

### **HELP DESK**

Sep 2015 / Dec 2017

- Installation and maintenance support for printers, faxes, wireless devices, audio and video conferencing systems;
- Connection of the IT material to the relative data, voice and electrical sockets with functioning test downstream of the connection;
- Contact management with external assistance for HW / SW;

Universiteti Vitrina Tirana

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Oct 2009 / Aug 2015

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## **EDUCATION**

### **Bachelor Business Management 2012**

Thesis: Human Resource Management

### **Google Digital Training 2018**

Digital Marketing

## Front End Developer KorcaHub 2022

HTML, CSS, Javascript, React, Bootstrap, Tailwind.

## OTHER RELEVANT INFORMATION

**Additional Languages:** Italian (native fluency), English (fluency)

**Technology:** HTML/CSS, Microsoft 365, Excel, TeamViewer, WordPress, Slack.



Google Digital Training

# Erion Ceci

riceve il presente certificato che attesta il completamento  
con successo dell'esame **Fondamenti di Marketing Digitale**  
in data **08/07/2018**

*Matt Britz*

President - Google EMEA



*Townsend Pamela Feehan*

CEO - IAB Europe

ID certificato: RKU 7ML 5E4

Verifica l'autenticità del certificato all'indirizzo: [HTTPS://GOO.GL/BjZHQX](https://goo.gl/BjZHQX)