

Anna Ulyanova

Full Stack Web Developer

PERSONAL DETAILS

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GitHub: <https://github.com/AnnaUlyanova>
Residency status: Resident visa

KEY SKILLS

Technical skills

- JavaScript, ECMAScript 6.
- React.js, Redux, JSX, Webpack.
- Node.js, Express.js, Handlebars.js (server-side rendering and APIs).
- Superagent, Axios.
- MySQL, Knex.js, PostgreSQL.
- Unit testing: Ava, Supertest, Tape, Cheerio, Jest.
- HTML5, CSS3, jQuery, Skeleton, Bootstrap.
- GitHub, Command line.
- Pair-programming.
- Agile practices.

Soft skills

- Customer service experience.
- Problem-solving.
- Multi-tasking.
- Ability to work in a team and individually.
- Planning and organizational skills.
- Self-management, time-management, conflict-management.

EXPERIENCE

Enspiral Dev Academy

October 2016 - February 2017

Auckland. Full stack JavaScript bootcamp focused on ES5/6, Node.js, React, Redux.

Web development programme

Projects

- [goFlat](#)

A flatmate management app, created with the team of 6 graduates. The app allows to save and share documents, add notes, check contact details and save events into calendar.

React, Redux, Webpack, Axios, Node.js, Express server, SQLite3, Knex.js, PostgreSQL.

- [New Zealand Great Adventure Hiking](#)

Personal project with client-side and server-side rendering. The app allows to check the map of NZ's 9 great walks, activities on the particular walk, suggestions what to pack, see current alerts, add notes. *React, Webpack, Superagent, Node.js, Express server, Handlebars.js, SQLite3, Knex.js, PostgreSQL, Google Maps API.*

- [Enspiral Dev Academy Blog](#)

Server-side rendering application. Blog created during 9 weeks of the pre-bootcamp phase. *Node.js, Express server, Handlebars.js, SQLite3, Knex.js, PostgreSQL.*

Exeed Ltd

April 2015 - October 2016

Auckland. IT Distribution company.

Sales Support

Responsibilities

- Technical sales support on leading IT vendors' products : HP, Apple, Microsoft, Samsung, Netgear.
- Building laptop, desktop and server configurations (HP Inc., Hewlett Packard Enterprise, Apple).
- Front line and backup support to the account managers.
- Calculating customer quotations and invoicing.
- Coordinating customers orders and return authorisation process.
- Managing administrative processes for accounts.
- Providing training and producing support material for new team members.

Medtech Global

March 2014 - December 2014

Auckland. The leading software provider of primary health solutions in Australasia.

Operations Coordinator

Responsibilities

Sales Coordination:

- Quotation, invoicing, financial documents control.
- Processing software licensing enquires and fees (i.e. upgrade license requests).
- Preparation and follow up of sales contracts.

Implementation projects administration:

- Coordination of customers' enquiries within implementation team.
- Responsible for project schedules and financial documents.

Customer service:

- Confer with customers in order to provide information about products and services, taking orders.
- Maintain customer records and databases, using automated system (CRM, Navision).
- Keep records of customer interactions and transactions, recording details of inquiries/complaints.

Croc Incorporated

January 2011 – February 2013

Moscow System Integrator, the leading Russian company in IT infrastructure creation.

Service Delivery Manager

Responsibilities

- Customer service and support in Computer and Storage System Department.
- Coordinating service calls for warranty support/Responsible for meeting SLAs requirements.
- Cooperation with leading IT hardware vendors: Dell, HP, IBM, EMC, Oracle, Hitachi, Symantec.
- Coordinating the work process between several departments and work teams.
- Tracking service agreements, warranty status and deadlines.
- Part's logistics management, using vendors' control systems.
- Responsible for warehouse of parts, depreciation control.
- Presentations for new colleagues.

EDUCATION

Auckland University of Technology

- **Master of Service-Oriented Computing, 2013**

Core courses: Service Relationship Management, Cloud Computing, Service Science for IT, Service-Oriented Architecture.

Moscow Power Engineering Institute (Technical University)

- **Qualification of Engineer with the specialty in Information Systems and Technology, 2012**

Core courses: Information Systems Administration, CASE-technologies of Software Development, Computer and Systems Architecture and Management, Theory of Information Process and Systems.

VOLUNTEER

Coding Mentor at **OMGTech**

November 2016

Auckland. Education Management.

Project Assistant at **Auckland Regional Migrant Services**

March 2013 – July 2013

Auckland. Settlement support for NZ migrants.

INTERESTS

- Hiking, travelling.
- Landscape photography.

REFERENCES

Available on request.