

Paolo Licata

Fullstack Web Developer

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WEB DEVELOPMENT EXPERIENCE

CERTIFICATE IN FULL-STACK WEB DEVELOPMENT at CareerFoundry

- Intensive, project-driven training program with a focus on HTML, CSS, JavaScript, and leading libraries, frameworks, and tools.
- Completed 500+ hours of hands-on training under the guidance of experienced tutors and mentors.
- Developed a range of projects demonstrating proficiency in multiple programming languages and frameworks

WORK EXPERIENCE

FRAUD PREVENTION SPECIALIST at Zalando — 2022 - Present

- Identified a growing trend of fraudulent activity at the B2C level, which posed significant financial risks to the company.
- Developed and implemented robust procedures and preventive actions to detect and limit fraudulent patterns, demonstrating strong analytical skills and attention to detail.
- Proactively solved complex fraud-related issues through pattern recognition and adaptive strategies.

CUSTOMER CARE SPECIALIST at Zalando — 2019 to 2022

- Addressed diverse customer inquiries by tailoring responses to specific needs, showcasing problem-solving and critical thinking skills.
- Built positive customer relationships through empathy and effective communication, ensuring high satisfaction levels.
- Consistently delivered high-quality service, leading to increased satisfaction and positive feedback.

CABIN CREW at RyanAir — 2018 to 2019

- Provided a safe, enjoyable experience for passengers in a fast-paced, service-driven environment.
- Welcomed passengers, prioritized safety, and delivered attentive service, including upselling food and beverages per company guidelines.
- Consistently upheld high standards of customer satisfaction.

INFANTRY SOLDIER at Italian Army — 2015 to 2018

EDUCATION

WEB DEVELOPMENT CERTIFICATION | CareerFoundry - April 2024 to February 2025

SECONDARY SCHOOL | Maritime High School - 2010 to 2015

SKILLS & TOOLS

FRONT-END:

- HTML, CSS and JavaScript
- React and React Native
- jQuery
- Bootstrap Library
- Angular

BACK-END:

- NodeJS
- JSON
- API
- MongoDB, Firebase
- AWS Cloud Development

PROFICIENT IN:

- Git
- Android Studio
- Postman
- Scrum (Trello)

LANGUAGES

ENGLISH - Fluent

ITALIAN - Native