

# Victor Tarroni

JUNIOR SOFTWARE DEVELOPER

## Details

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## Links

[victortarroni.com](http://victortarroni.com)  
[GitHub](#)  
[LinkedIn Page](#)

## Skills

HTML  


CSS  


JavaScript  


SQL  


C#  


Go  


## Languages

English  


Portuguese  


## Profile

I'm an aspiring junior developer with a coding passion! Recently embarked on my programming journey with Go. Certified and well-experienced in HTML, CSS, JavaScript, C#, SQL, I've engaged in various projects and crafting websites. My evolving problem-solving and communication skills reflect my dedication. Eager to learn and grow alongside future colleagues, I bring humility and a genuine enthusiasm to contribute my skills while continually expanding my knowledge. Thrilled to join your team!

## Employment History

### Customer Experience Advisor, bet365, Stoke-on-Trent

MAY 2022 – PRESENT

Key Responsibilities:

- Collect, analyse, and present data to management to improve customer understanding.
- Provide data level comparisons and generated insightful reports for stakeholders.
- Support the creation of customised activation and branding events through data insights.
- Monitored trade and presented findings to both internal and external stakeholders.
- Continuously sought improvements by identifying trends and opportunities.
- Analyse customer chats to comprehend their journey, needs, and pain points.
- Effectively communicated data findings to specific departments and proposed actionable changes for enhancement.

### Customer Service Advisor, bet365, Stoke-on-Trent

FEBRUARY 2021 – MAY 2022

- Proficiently handled customer inquiries related to bet queries
- Delivered top-notch customer support, ensuring customer satisfaction
- Effectively resolved issues and provided guidance on responsible gambling
- Maintained extensive knowledge of company policies and betting procedures
- Expertly navigated a high-pressure environment with a strong focus on compliance
- Honed skills in communication, problem-solving, and conflict resolution
- Contributed to a responsible gaming environment and adhered to industry regulations

### Customer Service Advisor, Booking.com, Manchester

AUGUST 2019 – AUGUST 2020

- Provided exceptional customer experiences and expert guidance
- Resolved inquiries and ensured seamless bookings
- Proficient in problem-solving and effective communication
- Maintained a strong customer-centric approach
- Consistently met or exceeded service standards
- Honed skills in conflict resolution, multitasking, and teamwork

- Valuable asset in the hospitality and service industry

## **Education**

### **Law, UVV, Vila Velha**

FEBRUARY 2009 – DECEMBER 2013

In 2013, I successfully completed my rigorous law school course, equipping me with a solid foundation in legal principles, critical thinking, and research skills, paving the way for a rewarding career.

## **Courses**

HTML, Udemy

CSS, Udemy

JavaScript, FreeCodeCamp

SQL, W3Schools

C#, W3Schools

Go, W3schools