

# SANDRA LUUKAS

## Full-stack developer

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http://www.sandraluukas.com/ Barcelona, Spain



### SUMMARY

Recent web development bootcamp graduate with 12 years of experience in hospitality industry. Including a great journey as a co-owner of a cafe.

Proven ability in agile methodologies, cross-functional collaboration and delivering user-focused solutions. Eager to contribute a dynamic background to innovative programming.

### EXPERIENCE

#### 360 Hostel Borne

##### Hostel manager

10/2022 - 11/2023 Barcelona, Spain

- Coordinated a team of 15 members and monitored their progress to ensure high-quality results
- Organized events and activities to enhance the guest experience
- Managed inventory, maintaining optimal supply levels and minimized waste
- Established safety protocols to ensure a safe environment for guests and staff

#### 9Ninelives

##### Hostel manager

04/2022 - 10/2022 Lagos, Portugal

- Mentored a team of 10 staff members
- Resolved guest concerns and ensured a positive experience
- Monitored and managed expenses to meet financial goals
- Analyzed guest feedback data to identify areas for improvement, contributing to a 0,8 increase in the hostel's overall rating on review platforms

#### Twin fin café

##### Co-owner

01/2018 - 10/2022 Lagos, Portugal

- Hired and trained a group of 25 international workers
- Developed and designed the menu
- Created a marketing strategy
- Ensured the quality and consistency of food, beverages and service

#### Xanadu Winery

##### Restaurant supervisor

01/2021 - 04/2022 Margaret River, Australia

- Ensured customer satisfaction by supervising and maintaining service quality at a high level
- Maintained restaurant inventory, including wine stock levels
- Promoted Xanadu Winery's brand and values to customers

#### Bolt

##### Customer support Specialist

07/2018 - 07/2018 Tallinn, Estonia

- Assisted customers and drivers through the Zendesk ticketing system
- Processed and verified driver documents for expansion into new markets, ensuring compliance with regulatory standards
- Investigated payment and fraud cases
- Guided and instructed newly hired support team members

#### Sitel

##### Technical Support Specialist

01/2017 - 06/2017 Barcelona, Spain

- Provided customer service over the phone to Instant Ink account holders in the UK/Ireland
- Assisted customers with setting up Hewlett-Packard printers
- Troubleshoot HP printers and ordered replacements when necessary

### LANGUAGES

Estonian Native ●●●●●

English Proficient ●●●●●

Spanish Intermediate ●●●●●

### SKILLS

- Problem-solving
- Teamwork
- Leadership
- Adaptability
- Creativity
- Empathy
- Patience
- Time management
- Communication
- Logical thinking

- Ruby on Rails
- HTML5
- CSS3
- Javascript
- Git
- Github
- Heroku
- SQL
- API
- Google Sheets
- EXCEL
- JIRA
- SalesForce
- ZenDesk
- CRM tools
- Project management
- Hubspot
- Search Engine Optimisation (SEO)
- Figma
- Agile
- Machine learning

### EDUCATION

#### Backend development

##### SmartWork Academy

- 03/2024 - Present  
Estonia (remote)
- 1 year long IT reskilling program for women, run by Riga TechGirls and SmartWork Academy
  - Java / Python / DevOps

#### Web Development

##### Le Wagon

- 10/2023 - 12/2023  
Barcelona
- 9-week full-time intensive coding bootcamp

Learned and used HTML, CSS, Bootstrap, JavaScript ES6, SQL, Git, GitHub, Heroku and Ruby on Rails. Designed, implemented and shipped to production a clone of Airbnb Completed a sustainable clothing exchange web app project - Swapt in 2 weeks in a team of 4

Project: www.swapt.shop

#### Chef

##### Tartu Kutsehariduskeskus

09/2009 - 02/2011