SANDRA LUUKAS

Full-stack developer

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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

iii 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

- Ensured customer satisfaction by supervising and maintaining service quality
- 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

Parcelona, Spain

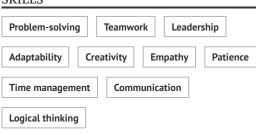
- Provided customer service over the phone to Instant Ink account holders in the UK/Ireland
- Assisted customers with setting up Hewlett-Packard printers
- · Troubleshot HP printers and ordered replacements when necessary

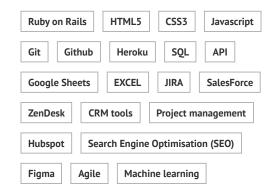
LANGUAGES

Estonian Native English Proficient

Spanish Intermediate ••

SKILLS





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, SOL, 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

m 09/2009 - 02/2011