# KATHRIN PELED

Junior Front-End Web Developer, Experienced in Sales and Customer Solutions

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📍 Berlin | Open to relocation

🌐 https://www.kathrinpeled.de

**EU Citizen (Portugal)**

## LANGUAGES

- **Hebrew** - Native
- **English** - Fluent
- **German** - Upper-Intermediate

## ABOUT ME

I am a junior Frontend Web Developer with a diploma in Practical Software Engineerin. My background includes customers support, experience as a Technical Sales Representative, RMA Clerk, and Bookkeeper, with knowledge of SAP systems. I am open-minded, eager to learn new professional skills, and actively seeking a job in different fields where I can grow and contribute effectively.

## SKILLS

- **Software:** SAP, CRM, Microsoft Office, Linux, GitHub, VS Code, Canva
- **Web Development:** HTML, CSS, JavaScript, React.js, Node.js, MongoDB, Postman, Sass, Next.js, TypeScript, Vue.js
- **Personal Skills:** Well-organized, Team-oriented, Problem solver, Self-motivated, Continuous learner

## WORK EXPERIENCE

**CONTENT MODERATOR**                    June 2020 – December 2021

Majorel, Berlin

- Reviewing content in social media and taking action according to the policy (Hebrew and English).

**DATA ANALYST**                    January 2020 – April 2020

Refinitiv, Gdynia, Poland

- Data Analyst for the Israeli stock exchange market.
- Translation project- Checking and correcting translation mistakes of a new software (SDL).

**CUSTOMER SERVICE ONLINE**                    June 2019 – April 2020

Proonto, Issta (Travel agency).

- Customer complaints, Recommendations and Information.
- Providing instant online customer response through site chat services, routing customers to an appropriate department and emergency assistance.
- Reporting and tracking exceptions or customers who need immediate help.
- The project has been stopped due to the Corona crisis.

**SALESPERSON**                    Sept.2016 – Sept. 2018

K.S.P Computers and Cellular, Israel

- Consulting, service and selling computers, hardware, cellular and electronic goods to private customers and businesses.
- Frontal customer service includes handling defective products, customer returns, and complaints.

# EDUCATION

## WEB DEVELOPMENT COURSE
Digital Career Institue (DCI), Berlin
**January 2024 – April 2025**

- **Intensive Course:** Completed a 15-month web development program covering front-end and back-end technologies.
- **Project Experience:** Developed small projects to create functional web applications, showcasing collaboration, problem-solving, technical skills, and working in Agile environments using Scrum.

## PRACTICAL SOFTWARE ENGINEERING
Technion - Israel Institute of Technology
**October 2013 – September 2016**

- **Comprehensive Software Engineering Education:** Completed a Practical Engineer program at the Technion, focusing on software development and system design, while enhancing teamwork skills.
- **Hands-On Experience:** Developed practical skills through projects and labs, applying theoretical knowledge to real-world challenges and fostering self-learning abilities.

## MICROSOFT CERTIFIED DESKTOP SUPPORT TECHNICIAN (MCDST).
HaMichlala LeMinhal, Haifa, Israel
**September 2008 – September 2009**

- troubleshooting and supporting desktop environments, including operating systems, applications, and hardware.

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### RMA CLERK                    Sept.2016 – Sept. 2018
K.S.P Computers and Cellular, Israel

- Receiving and testing faulty goods returned from customers.
- Managing the logistics of the faulty goods once they are shipped back to the company's suppliers.
- Managing the monetary compensation process with the supplier once the supplier has received the damaged goods.

### BOOKKEEPING AND SUPERVISION OF BRANCHES        Sept.2016 – Sept. 2018
K.S.P Computers and Cellular, Israel

- Invoice review - checking the invoices of all branches and correcting errors, guiding the salespeople on how to work correctly and reporting losses and mistakes daily.
- Support for sales personnel - helping salespeople using the cash register software. Customer credits - Granting financial credits to the Company's customers.
- Absorption and approval of new goods in branches, detection of malfunctions in shipments and detection of lost goods.
- Monitoring cases of violation of procedures and theft at Branches while using security cameras.

### SALESPERSON              January 2016 – Sept. 2016
Top Mobile, Israel

- Frontal and telephonic sales and customer service in a cellular shop.
- Selling cellular phones, computers and accessories.
- Online shop - manage orders, answer customer's questions, solve problems and send the products to the customers.

### TEACHER OF COMPUTER PROFESSIONS      July 2015 – Sept. 2015
Lehava School, Israel

- Lehava is a project on behalf of the Israeli government aimed at reducing digital gaps in Israeli society. During the summer vacation, I took part in a project as a teacher.
- The main role was to teach the students how to use the computer and Internet services, including Office software, online government services, basic programming in various programming languages, and the use of the Internet for informational purposes.
- Teaching children and adults from different backgrounds and personal problems.
- Providing personal help to people and children with special difficulties such as language difficulties, learning difficulties and other social difficulties.