

Dominika Stachowska

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I am a highly motivated third-year Web and Mobile App Development student at the University of the West of Scotland, with strong knowledge in HTML, CSS, JavaScript, and other web technologies. Alongside 5 years of experience in customer service and sales—and currently working as a waitress in a fast-paced restaurant environment—I've developed exceptional communication, multitasking, and problem-solving skills. These interpersonal abilities complement my technical expertise in web development. I bring a strong work ethic, attention to detail, and a passion for creating user-friendly, responsive websites and mobile applications. My adaptability and eagerness to learn drive me to continuously improve, and I am open to undertaking any additional training that would enhance my role or professional growth. Balancing my studies and work has honed my time management and organizational skills, while my experience working independently and within teams makes me proactive and well-equipped to thrive in dynamic environments.

Education

● BSc, Web and Mobile Development
University of the West of Scotland, Paisley
09/2024 – Present

Higher National Diploma, Web Development
City of Glasgow College, Glasgow
09/2022 – 06/2023

Higher National Certificate, Digital Design and Web Development
City of Glasgow College, Glasgow
09/2021 – 06/2022

National Certificate SCQF Level 5, Computing with Digital Media
Glasgow Kelvin College, Glasgow
09/2020 – 06/2021

National 4, English for Speakers of Other Languages
Glasgow Kelvin College, Glasgow
09/2019 – 06/2020

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Work Experience

Freelance Web Developer 2022 - Present

- Designed and developed websites for JJMM Logistics and HEID Group using Wix, enhancing the companies' online presence with clean, user-friendly layouts.
- Developed a website for a Caravan Accommodation on Wix, offering an easy-to-navigate platform for bookings and information, optimized for mobile users.
- Customized Wix templates to meet client requirements, ensuring the sites were functional and visually appealing.
- Integrated custom contact and booking forms for seamless customer communication, linking submissions directly to business owners' emails.
- Set up Google Analytics to monitor user behavior, enabling data-driven improvements.
- Implemented SEO best practices to improve search engine rankings and drive more traffic.
- Managed updates and ongoing maintenance via Wix, keeping the websites running smoothly.
- Provided client training on Wix management, enabling independent updates.
- Received positive client feedback on the user-friendly design and improved communication.

Piccolo Mondo Glasgow , Waitress 10/2019 – Present

- Delivered high-quality customer service in a busy fine-dining restaurant, ensuring a welcoming and enjoyable experience for all guests.
- Prepared and organized tables for customers, ensuring a clean and welcoming environment.
- Delivered food and drinks to guests, maintaining a friendly and professional manner.
- Processed payments using a card machine, ensuring accurate transactions and efficient service.
- Handled additional customer requests and orders, such as desserts or drinks, providing attentive support to the main waitstaff.
- Upheld strict hygiene and cleanliness standards in dining and service areas, contributing to the restaurant's exemplary reputation.
- Proactively addressed customer complaints or special requests, ensuring swift resolution and guest satisfaction.

Extreme Gym, Receptionist 09/2019 – 09/2024

- Assisted in managing the gym's website by supporting the content manager with updates and content maintenance.
- Monitoring IT systems, assisting with troubleshooting and resolving technical issues to ensure seamless daily operations.
- Solving customer service issues with knowledgeable assistance and friendly support, helping to resolve client inquiries and ensuring a positive experience.
- Training new employees in company procedures, customer service protocols, and operational tasks.
- Managing front desk operations, including processing cash transactions with accuracy and operating cash registers.
- Set up direct debit accounts for new customers, ensuring attention to detail and accurate record-keeping.
- Handling sales of gym-related products, including clothing and supplements, while managing inventory and ensuring product displays are well-stocked and visually appealing.
- Maintaining knowledge of current promotions, refund guidelines, and payment policies, offering reliable advice to customers.
- Ensuring the cleanliness and upkeep of the gym, reception, and common areas, adhering to health and safety standards.
- Responsible for maintaining organized shelving and general tidiness of the gym environment.

Skills

Technical Skills

- Front-End Development: HTML, CSS, JavaScript (including frameworks), Responsive Design
- Back-End Development: PHP, MySQL, API integration
- CMS Management: WordPress
- UI/UX Design: Figma, Adobe Creative Suite, wireframing, and prototyping
- SEO: Search engine optimization and web performance tuning
- Version Control: Git for code collaboration and versioning
- Database Management: SQL databases, data structuring, and optimization
- Web Optimization: Performance tuning, cross-browser compatibility, and mobile responsiveness

Soft Skills

- Teamwork & Collaboration: Strong ability to collaborate with teams and contribute to project success
- Communication: Excellent communication skills, effectively bridging technical and client needs
- Problem Solving: Adept at identifying and solving complex technical issues quickly and efficiently
- Multitasking & Time Management: Proven ability to manage multiple projects and meet deadlines
- Attention to Detail: Focused on delivering clean, well-documented code and polished web designs