ILARIA MASSA

Junior Front-end Developer

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A BIT MORE ABOUT MYSELF

True crime and psychological-thriller lover, I recently switched into the Web Development world. Passionate for embroidery and cooking, I like to discover new cultures and their customs

```
for (let i = 0; i >= absoluteKnowledge; i++) {
    console.log(myEagernessToLearn);
}
```

WORK EXPERIENCE

Aug 2022 – Present 2024

Social Media Customer Advisor   Concentrix

Part of the Customer Experience Team for one of the most famous Social Media platforms:

- Collaborate with the Global Business Group (GBG) customers to identify their needs and provide effective solutions for **marketing campaigns** and assistance with platform-related tools
- Gain in-depth knowledge of marketing campaigns, including **pixel tracking**, **e-commerce** integration, and tools for analyzing campaign performance
- Work closely with cross-functional teams, including sales, marketing, and technical support, to ensure seamless customer experiences

Aug 2017 – Aug 2022

Psychologist   Child Neuropsychiatry Ferrara, Fondazione IREA Morini Pedrina

I have gained multiple experiences as a psychologist in various fields, including child neuropsychiatry, social cooperatives, and elementary schools:

- Provide comprehensive neuropsychological assessments for children with developmental disorders and behavioral difficulties and conduct diagnostic evaluations using psychodiagnostic tools and methodologies
- Collaborate with a multidisciplinary team to develop treatment plans, interventions and reports
- Helping individuals develop autonomy skills, supporting communication and organizational skills

EDUCATION

Aug 2023 – Feb 2024

Shecodes   SheCodes

Successfully accomplished courses on **Responsive Web Development** and **React Development** by integrating my knowledge with Udemy and O'Reilly courses

2018 – 2020
110/110 cum laude

Master's Degree: Developmental & Educational Psychology   Università degli Studi di Padova

Thesis title: "Positive development in primary school: a glimpse at patterns and relationships between social-emotional skills, systems of influences and career development-related aspects"

Mar 2019 – Lug 2019

Erasmus at Westfälische Wilhelms-Universität Münster   WWU Münster

Won Erasmus scholarship for 5 months abroad

2015 – 2018
101/110

Bachelor's Degree: Social-Organizational Psychology   Università degli Studi di Padova

Thesis title "Empathy in the Asperger Syndrome: is it possible to feel empathy for others?"

LANGUAGES

Italian - Native
English - Professional

CODING SKILLS

- HTML, CSS, Sass
- JavaScript, TypeScript

FRAMEWORKS

- React
- Vue.js
- jQuery
- Bootstrap

TOOLS

- Git, GitHub
- Terminal
- Netlify, WordPress
- Figma, Canva
- Latex