

Flavia Morgulis

Right to Work in the UK

PROFILE

I am a creative and analytical professional transitioning into technology, with firsthand experience in business management, operations and customer relationships. I enjoy solving problems, building practical solutions, and learning modern technologies. I thrive in collaborative environments where I can take ownership of projects, break down complex problems, and deliver results that make a real difference for users. My background in startup management and customer operations has taught me to put the user at the centre of everything I do, prioritise effectively, and translate ideas into tangible outcomes. I'm eager to bring these skills to an environment where I can make a positive impact while continuing to expand my knowledge.

KEY SKILLS

Technical & Programming Skills

- Languages: Python, SQL, HTML, CSS, JavaScript, Bash, Linux
- Concepts: REST APIs, CRUD operations, database design, Cloud Computing
- Frameworks & Tools: AWS, Flask, SQL Alchemy, Jinja, Git/GitHub, Agile boards, GitHub Projects
- Data: Relational databases
- Other: Microsoft Office Suite, CRM systems, documentation writing, process improvement

Project & Business Management

- Project Planning | Resource Coordination | Budget Management
- Process Optimisation | Report Writing & Documentation | Requirements Gathering
- Stakeholder Communication | Cross-Functional Team Collaboration

Design & Human-Centered Skills

- Creative Problem Solving | UI/UX Awareness | User-centred Design

Interpersonal & Professional Skills

- Customer Service Excellence | Active Listening | Conflict Resolution
- Attention to Detail | Adaptability | Multicultural Teamwork | Calm under Pressure
- Compliance & Regulation Awareness (Health & Safety, GDPR, Data Protection)

PROJECTS EXPERIENCE

Project Manager & Database Developer – Coursework

2025

Financial tracking App [GitHub Link](#)

Tech Stack: Flask · SQLAlchemy · Jinja · HTML · CSS · JavaScript · SQL

- Led a small development team to build a financial tracking application using Agile methodology, sprint planning, and GitHub Projects for task management.
- Designed the database schema with SQLAlchemy, modelling relationships, user data, and transaction logic.
- Built backend APIs and contributed to the front-end interface, ensuring smooth integration between features and data.
- Improved team velocity and communication by simplifying workflows and raising blockers early, helping deliver milestones on schedule.
- Focused on building a secure, user-friendly product that applies core software engineering principles.

PROFESSIONAL EXPERIENCE

Founder and manager, Furu Creamery, Norway

2017 to 2019

- Launched a plant-based cheese startup from concept to market, using customer feedback and rapid experimentation to refine the product.
- Built operational systems for sourcing, production, logistics, and compliance - simplifying processes to reduce operational time and ensure regulatory accuracy.
- Negotiated B2B and B2C contracts across Norway and Sweden, increasing product reach and coordinating supply with retailers and cafes.
- Managed budgeting, accounting, and performance data to guide operational decisions.

Founder and Manager, Group Dynamics, Denmark**2023 to 2024**

- Established and grew a successful well-being practice focused on meditation and mindfulness and team building activities
- Developed efficient administrative and office processes and procedures, including client onboarding, marketing, diary scheduling, billing, invoicing, and accounting

Customer Service Advisor, [Ruter Public Transport](#), Norway**2022 to 2023**

Ruter manages public transport for 1.5M people in Oslo and is a pioneer in tech-driven and sustainable mobility, piloting autonomous vehicles, on-demand solutions, and advanced digital services to improve accessibility and sustainability

- Supported customers in a high-volume environment, resolving issues quickly while navigating multiple complex systems.
- Selected to collaborate with the IT team to integrate four internal systems, improving performance and ensuring legal compliance.
- Gathered and analysed customer insights, producing weekly reports that informed IT improvements and operational changes.
- Coordinated with Transport Planning, Security, Legal, and IT teams to deliver fast, user-centred solutions.
- Trained new staff on systems and customer-handling standards.

Customer Service and Administration Officer, [ISS A/S](#), Norway**2019 to 2021**

- Streamlined operational workflows for Norway's largest hospital catering facility, improving efficiency and documentation clarity.
- Assisted in financial reconciliation, daily operational routines, and process mapping to reduce errors and improve service quality.
- Helped the catering manager secure a major 7-year contract by analysing data from multiple sources and proposing improvements based on feedback and operational findings.

EDUCATION AND QUALIFICATIONS

Lifelong learner with strong self-discipline, continuously undertaking training and self-study

- AWS -Restart Bootcamp (Ongoing)
- NCFE Level 3 in Coding Practices
- NCFE Level 2 in Understanding Coding
- Diploma in Business Administration, Oslo
Modules: Administrative Tasks in Public and Private Enterprises, Office Routines and Processes, Digital Tools, Law, Finance, Accounting, Sales and Marketing
- Classical Singing, Claudio Abbado Municipal School of Music, Milan

LANGUAGES

- English, Portuguese, Italian, Norwegian: Full professional verbal and written proficiency

VOLUNTARY EXPERIENCE

- Girlguiding, London – Supports activity planning and safe operations for youth groups.
- Hospital Albert Einstein, Brazil – Assisted vaccination outreach, family communication, and therapeutic play sessions.
- Charity Gala Coordination, São Paulo – Managed logistics, vendors, and guest experience for events up to 200 attendees.

INTERESTS

- Continuous learning, culture, hiking, meditation, and community activities.

