



Claudio Sapia

WEB DESIGNER AND DEVELOPER

PROFESSIONAL PROFILE

Web developer, designer and technical support specialist with experience in the design and development of responsive websites, IT support and digital solutions. Strong skills in modern web technologies, database management and technical support.

EDUCATION & TRAINING

BSc (Hons) Web Design and Development (Bachelor's Degree), Edinburgh Napier University, Edinburgh
September 2024 – December 2026 (completing last two modules remotely)

HND Web Development – SCQF Level 8, Edinburgh College, Edimburgo
August 2022 – June 2024

PDA Software Development – SCQF Level 7 (Professional Certification EQF Level 7) | ITPT Edinburgh, Edinburgh
August 2020 – June 2021

WORK

RECEPTIONIST & ADMINISTRATION

AUGUST 2025 – MAY 2026

North Merchiston Club, Edinburgh

- Managing member bookings and appointments, ensuring accurate coordination of club facilities
- Processing invoices and payment transactions, maintaining detailed financial records and member account updates
- Professional reception services, welcoming members and guests while handling enquiries and administrative duties

TECHNICAL SUPPORT ASSISTANT

AUGUST 2024 – AUGUST 2025

The University of Edinburgh, School of Economics, Edinburgh

- Provided comprehensive first and second-line IT support, resolving hardware and software issues within agreed timeframes

PERSONAL INFO

Catania, Italia
379 133 4929
claudiosapia@gmail.com

Portfolio:
<https://devclaudio.netlify.app/>

Linkedin:
<https://www.linkedin.com/in/claudio-sapia/>

Github:
<https://github.com/claudiosapia/>

SKILLS

Programming Languages:
HTML5, CSS3, JavaScript, PHP, SQL, React

Frameworks & CMS:
WordPress, Bootstrap, jQuery

Design Tools: Adobe Photoshop, Figma

Database: MySQL, SQL Server, MongoDB

Operating Systems: Windows, macOS

Development Tools: Git, Visual Studio Code, XAMPP

Web Technologies: Responsive Design, RESTful APIs, AJAX

IT SUPPORT:

- Configuration, deployment and maintenance of staff equipment, including Windows installations, upgrades and enterprise software solutions
- Delivered technical training sessions for new staff members, covering university systems, security protocols and support procedures
- Managed and updated web content and intranet pages.
- Collaborated with the central Web team to learn web development processes and tools

JUNIOR WEB DESIGNER/DEVELOPER

JULY 2023 – MAY 2024

Lynchpin Media, Remote.

- Designed and developed responsive business websites and emails using HTML5, CSS3, PHP, JavaScript and WordPress CMS
- Implemented Google Analytics and performance monitoring tools.
- Created responsive email templates and promotional digital content
- Collaborazione con il team di design per garantire coerenza del brand e ottimizzazione dell'esperienza utente su tutte le piattaforme digitali
- Maintained and updated existing client websites

WORDPRESS WEBSITE DEVELOPER

JANUARY 2023 – MAY 2024

Transition Edinburgh / Our Future Edinburgh, Remote

- Assisted clients with content management, including creating and editing pages, posts, and media uploads
- Provided technical support and troubleshooting, addressing client inquiries and resolving issues promptly
- Stayed updated on the latest WordPress trends and best practices to ensure continuous improvement in development techniques and standards

DUTY MANAGER & GUEST RELATIONS SUPERVISOR

SEPTEMBER 2021 – JUNE 2022

Market Street Hotel, Edinburgh

- Coordinated and motivated a front office team of 8 staff members, maintaining 4.5-star guest satisfaction ratings
- Ensured compliance with health and safety regulations and operational standards, conducting regular audits and training sessions

Hardware/software troubleshooting, network configuration, systems deployment

LANGUAGES

Italian: Native

English: Fluent

- Managed guest service operations, including check-in/check-out processes, complaint resolution and special request coordination

OTHER EXPERIENCE

RECEPTIONIST

JULY 2021 – SEPTEMBER 2021

SALES CONSULTANT, WICKES STORE, Edinburgh

NOVEMBER 2020 — JULY 2021

RECEPTIONIST, IBIS STYLES, Edinburgh

SEPTEMBER 2019 — NOVEMBER 2020