Clément Secondé-Kynnersley | Junior Developer | London, UK

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Curiosity led me to coding. Working with the product team in a SAAS company, I wanted to better understand the underpinnings of the products I was helping customers with. Inspired by an article to automate tasks, I started learning python. I came for the automation, but I stayed for the endless possibilities to make things to scratch my own itch and share them with others on the web. I love the blend of problem solving and creativity involved in coding and the limitless supply of new things to learn. Combining my previous experience in a customer facing role, I now want to make software others will love.

Skills

- Front end: HTML | CSS | JavaScript | SASS | React | Bulma
- Back end: Node.js | MongoDB | Express | Python | Django | PostgreSQL | Postman | Mongoose | JWT
- Packages: Yarn | npm | Pip | Pipenv
- Version control: Git | Github
- Testing: Jest
- Hosting: Netlify | Heroku
- Design: Figma | Trello | Jira
- Soft: Public Speaking | Organisation | Communication | Collaboration | Project Management
- Languages: English (native), French (native), Spanish (intermediate)

Experience

General Assembly   **June 2021 – November 2021**

Software Engineering Immersive Course, flex

24-week flex course that helped me further my programming knowledge, especially in JavaScript, HTML and CSS, where I learnt to build full-stack apps. The course included standups, online lessons, labs, pair-coding and individual projects.

Project 1: Poppin' Bubbles - Readme - 1 week - Solo: I had one week to build a canvas-based game in JavaScript, HTML and CSS. I decided to challenge myself by designing a point and click shooting game. I solidified my knowledge of fundamental JS and became more familiar with HTML and CSS. The project also taught me a lot about canvas-based animations and I developed an interest in generative art.

Project 2: Spotify Podcast App - Readme - 2 weeks - Pair Programming: In two weeks I built a React app which used an external API. The project was invaluable in terms of learning to pair-code and being able to share our different strengths and skills. I really enjoyed working with the Spotify API as it's one of my favourite apps. We collaborated to set up authentication, and I was personally responsible for fetching data from the api and setting up the models for podcasts and episodes. We used a blend of Bulma and CSS to style the application.

Project 3: Panic Buyers - Readme: front / back - 2 weeks - Group Project (3 people): In two weeks we built a full-stack MERN app with CRUD functionality. As a group we created an e-commerce app to help people panic-buy in a crisis. We all worked full-stack but my focus was on building the product API for multiple and individual products, search function and basket functionality as well as the representation of the products page, individual product page, search bar and basket.

Project 4: Summit - Readme - 3 weeks - Pair Programming: As a pair we built a full-stack app which used Python, Django and PosgreSQL back-end. Our idea was Summit, an app which allows users to log their workouts and show a dashboard of their progress. In this project we developed a sophisticated user model to store the user information, exercise groups, exercises and userlogs. I was personally responsible for setting up the database, developing the models, serializers, authentication and the API with CRUD functionality on the front and back-end.

OneTrust   **September 2019 - Present**

Customer Success Manager

- Worked with stakeholders from customers to ensure maximum product adoption and return on their investment in OneTrust.
- Analysed and took action based on platform usage statistics to drive forward adoption of the OneTrust platform, managing USD 500k of accounts.
- Scoped and undertook system and process health checks. These extended consulting exercises involve an in-depth review of a Customer's use of the OneTrust platform, advising on proven ways of working and best practices.
- Partnered with colleagues in the Sales, Renewals and Product teams to provide support during renewal cycles and facilitate expansion or add-on opportunities.
- I am the customer advocate, excelling at managing customer expectations, needs, and trust, from beginning until end of issue. Seamlessly and sensitively transitioned ownership and action plan back to involved teams.
- Identified and managed client stakeholders and built relationships with key individuals, as well as facilitating relationships between Executives and project sponsors.
- Took charge of issues, engaged the customer, established urgent priorities and implemented resolution plans.

Armour Risk Management   **September 2018 – June 2019**

Trainee claims adjuster

- Handling claims from cradle to grave.
- Processing payments.
- Dealing with queries from insured, brokers, lawyers and third parties.
- Extensive use of Polygonal (Policy handling software), Outlook and Excel.
- Translation of official documentation between Armour Risk and the French Regulator.

Education

Oxford Brookes University   **September 2013 to June 2016**

BA (Hons) International Relations and Politics (2.1 / GPA 3.0)

Dissertation: Compared the financial consequences of how the United States and China secure crude oil in Angola and South Sudan in the 21st century.

Qualifications

- 'Learn Python the Hard Way', online course
- 'Learn Ruby' Codeacademy course
- IAPP Certified Information Privacy Manager (CIPM)
- IAPP Certified Information Privacy Professional / Europe (CIPP/E)

Activities

- Committee member of the London Bridge Toastmasters club to develop my public speaking and leadership skills.
- Volunteered to teach children swimming at Westminster Borough Swim Squad, and taught children Capoeira and English while in Brazil.
- Co-founded Brookes Focus, a social science student association, as a platform to debate important issues.
- Reached national level for backstroke and swam for my university swimming team.
- Keenly follow the Tampa Bay Lightning hockey team (NHL): my interest in them started at the end of 2020 while playing a hockey game, I then read books on the sport and became a fan of the team from then on.