

LOUIS BACON

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EDUCATION

2009-2013: University of Warwick

B.A. (Hons) French and German Studies 2:1

2002-2009: City of London School for Boys

A Levels: French (A), Geography (A), German (A)

AS Level: Latin (A)

GCSEs: 11 (2A*, 5A, 3B, 1C) including Maths and English

ABOUT ME

A fluent German-speaking professional looking to build a career in the CX/UX field, currently undertaking a Full Stack Developer certification course. Experience in CX technology and proficiency in programming languages and data interchange formats such as HTML, CSS, XML and CSV. Recently delivered a major voice of customer project and SaaS programme. Strong interest in project management and intend to obtain a qualification in the area. Determined, competitive and a real team player with exceptional managerial skills, having played football at semi-professional level and coached a ladies' football team.

WORK EXPERIENCE & VOLUNTEERING

Private Tutor – Self-Employed – January 2020 – present

- improving students' confidence in spoken German with one-to-one conversation lessons
- preparing students for exams explaining to them grammatical difficulties in the German language
- preparing children aged 9-11 for the 11+ exam, offering lessons in Maths, English and Verbal and Non-verbal Reasoning

LexisNexis – Lead Practice Group Editor – April 2018 – December 2019

- oversaw increase in NPS and product usage stats in voice of customer project that integrated software across two main platforms (LexisPSL and LexisLibrary) into a single database
- led numerous cross-departmental projects, including an effort to classify over 5000 content items resulting in shorter TATs for customer queries
- managed small offshore team in two Philippines locations, communicating feedback and handling concerns
- responsible for immediate fixes of urgent issues, including the product-wide replacement of over 500 flat links following the unexpected deletion of a Library source
- ensured accuracy, up-to-dateness and correct formatting of content using XML schema

Chambers & Partners – Assistant Editor – March 2015 (as Researcher) – April 2018

- chief responsibility for overview of German legal market in annual ‘Chambers Europe’ and ‘Chambers Global’ guides
- improved relations with major international law firms by attending awards ceremonies, networking events and face-to-face meetings
- provided insights into market leaders in most challenging and competitive legal disciplines
- composed accurate and informative editorial and edited content written by junior researchers
- conducted and transcribed telephone interviews in German and English

Amazon UK – TRMS Investigation Specialist – October 2014 – March 2015

- approved over 50 individual and business sellers per day on Amazon UK and Amazon DE after compliance checks
- successfully identified fraudulent online behaviour, working with Chief Compliance Officer where appropriate
- communicated by phone and e-mail in German with sellers to answer queries and assist with verification process
- managed numerous accounts in ongoing complex verification cases
- increased speed of writing emails through implementation of an internal software feature
- consistently exceeded both quality and volume targets

Infosys B.P.O. Brno – Customer Support Representative – August 2013 – June 2014

- achieved maximum customer satisfaction, resolving technical issues with mobile devices on the German line of business (DACH + Liechtenstein)
- educated customers towards self-help procedures by advising on root causes of product defects and preventative measures
- improved team’s metrics and call-handling by listening live and offering real-time feedback
- nominated as team representative after one month to attend weekly meetings with operations management and received monthly award (January 2014) for outstanding performance
- delivered presentation on job’s transferrable skills and potential for learning aimed at increasing employee engagement

Crêperie du monde – Restaurant/Kitchen Assistant – August – October 2010

- assisted with setting up and opening of shop by painting chairs and arranging the décor
- organised running of crêpe stool during a music festival, prepared ingredients and generated sales to revellers
- took over 100 orders per day in-store and served and attended to customers
- showed responsibility to open the premises in mornings and lock up in evenings

Nettprofile International – Temporary Junior Translator – July – August 2009

- showed language knowledge and understanding to translate legal documents such as marriage certificates from English into French and German and vice-versa

The Times Newspaper – Work Shadowing – October 2007

- shadowed award-winning journalist Robert Crampton at The Times newspaper and researched interview material

South Kingsland Youth (SKY Partnership) – Volunteer – September 2005 – July 2006

- volunteered in a programme for the set-up of youth schemes in impoverished London neighbourhoods to tackle postcode wars

LANGUAGES

English (mother tongue), German (fluent/native), French (conversational), Portuguese (elementary), Spanish (elementary)

ADDITIONAL SKILLS/QUALIFICATIONS

Acquired the ECDL, proficiency in many Microsoft Office programmes, including Word, Excel, PowerPoint and Outlook