

Profile

I am a friendly, reliable, proactive, communicative, organized and creative person who can function well both in a team and independently. Moreover, I am always ready to learn new techniques and skills.

Education

Bachelor of Information and Communication Technology (Degree Obtained)
The Hague University (The Hague, The Netherlands)

Frontend Developer (Degree Obtained)
Novi University (The Hague, The Netherlands)

Work experience

Réparateur chez Zes Repair (Octobre 2020 – juin 2021)
Goes (The Netherlands)

My daily tasks:

- Assembly and disassembly of television parts,
- replacement of parts for televisions and laptops (Macbooks),
- Testing repaired televisions and laptops (Macbooks).

Volunteer/driver at Orionis Walcheren (August 2020 – October 2020)
Vlissingen (The Netherlands)

My daily tasks:

- Accompaniment and transport of physically disabled people to a specific destination (hospital, rehabilitation center and workplace).

Customer Service Representative at Dow Terneuzen (June 2019 – September 2021)
Terneuzen (The Netherlands)

My daily tasks:

- Resolving issues regarding Dow customer complaints by phone and e-mail,
- proposing solutions to customers in the event of late delivery or when a product is defect,
- the processing of orders in large quantities using SAP,
- Inform customers of various Dow offers and promotions.

Ux-Designer at France Villa (End of study internship) (April 2018 – October 2018)
Kortgene (The Netherlands)

My daily tasks:

- Developing an action plan,
- carrying out a study of the target group and a comparative analysis (benchmarking).
- the creation of a new website concept based on the results of research carried out beforehand,
- testing the new concept with the users in order to improve its user-friendliness.

Ux-Designer at LeadFactor (Internship) (February 2016 – June 2017)
Goes (The Netherlands)

During this internship, I accompanied LeadFactor in the development of a mobile application concept. Tasks performed included:

- developing an action plan,
- carrying out a study of the target group and a comparative analysis (benchmarking).
- the creation of a new website concept based on the results of research carried out beforehand.

Ux-Designer at France Villa (Internship) (December 2012 to February 2013)
Kortgene (The Netherlands)

During this internship I improved the conviviality of Villa France. My tasks included:

- Developing an action plan,
- carrying out a study of the target group and a comparative analysis (benchmarking). This is to identify usability issues on the company's official site.
- creation of a prototype demonstrating how the previously described problem should be solved.
- Testing the prototype with real users to improve the usability of the site.

Employee assembler of machine parts at Agilent Technology (May 2010 to January)
Vlissingen (The Netherlands)

My daily tasks:

- Assembly of machine parts.

Customer service employee (French-speaking) at Beriva (November 2007 – January 2011)
Goes (The Netherlands)

My daily tasks:

- Helping customers online (by answering their questions),
- contacting customers who are in arrears.
- setting payment deadlines and payment appointments.

Hobby's

Fitness/Photography/videography/Making Beats/designing logos and posters/
making tutorials to post them online

Personalia

De Ruyterstraat 48 (Boven), Michael.ict.info@gmail.com
4335 GN, Middelburg (Pays-Bas)

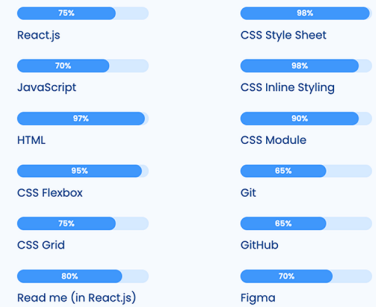
Phone number.: 0031685533124 Driving license :
Yes (B)

Date of birth : 31-01-1984

Nationality: Dutch

Skills

Frontend (coding)



Prototyping



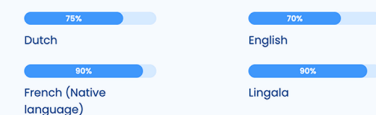
Design Tools



Researches



Spoken languages



Administration

