



Leandra Magan-Tier

Full-Stack Developer

Responsible and always motivated to achieve goals for myself and the company. Focused on client satisfaction and event success. I can work effectively under pressure and self-manage during independent projects. Open to all kinds of challenges with programming languages.

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Work Experience

Customer Advisor / Backlog Management / Trainer

05.2021 - 05.2023

Concentrix GmbH

- Responsible for the backlog management in order to keep up with the SLA.
- Assisted customers with their social media accounts such as Facebook, Instagram and WhatsApp via E-Mail, chat and phone.
- Trainer for new employees. Ensured the guidelines were met and advised on how to keep up with the KPI's.

Education

IGCSE's and A-Levels

2007 - 06.2015

Aloha College

I did my IGCSE's and my A-Levels:

- English and Spanish literature
- Business Studies
- History

Certificates

2022

Meta Certification - Frontend Web Developer

Languages

English and Spanish

Native Speaker

Dutch and German

Working Knowledge