

Laure Lebon

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French Driving licence : yes

Seeking for an apprentice developer position to complete a Web Development Master's Degree

SUMMARY OF SKILLS

- ✚ HTML, CSS, JavaScript, jQuery, PHP, POO, SQL, Bootstrap, Wordpress, Symfony
- ✚ Excellent knowledge of office systems software (Pack Office, Siebel, Caducée, Ciel Gestion commercial, SAGE, Heat, Easyphone, Bureau)
- ✚ Experienced, excellent interpersonal skills, energetic and reliable, multitasking, excellent circumstances analyser
- ✚ Native French, Fluent English

PROFESSIONAL EXPERIENCE

2016-2017 **Coriolis Télécom (TelCo)** Paris (75)

Customer Service (Technical Support)

Duties

- Inbound / outbound calls, email handling
- Raising tickets, solving landline issues

2015-2016 **Easynet Global Services (IT)** Shepton Mallet (BA5)

Technical Support Engineer

Duties

- Inbound / outbound calls, email handling
- Alarm monitoring and system monitoring
- First line technical support
- Diagnostic, fault management and service restoration for client connectivity faults

2010-2014 **Transworld Traders (Products Promotional Textile Distributor)** Puteaux (92)

Sales Assistant, Buyer, Purchaser

✚ Duties

- Being attentive to every customer's needs
- Performing clerical : answering telephone calls, conveying messages, handling emails
- Quotations, Order taking, delivery follow-up, invoicing (virgin or printed t-shirts)
- Management and resolution of claims and litigations
- Responsible for relationship with suppliers, bargaining, replenishment of the warehouse
- Prospecting

2008–2009 **Guide Champérad (French Gastronomic Guide)** Suresnes (92)

Personal assistant of Mr Marc de Champérad and of the co-owner Mr Alain Bauer

✚ Secretarial duties

- Greeting of clients and visitors
- Call screening
- Management of executive diaries
- Sending of mail and emails to clients and partners
- Filing and sorting of documents

✚ Event organization (Book publication and France Tour)

- Newspaper collecting
- Management of new restaurants and self-employed registration
- Organization of each tour stages

2007–2008 **Le Réseau Santé Social (ADSL Provider)** Rueil-Malmaison (92)

Customer relations officer and sales woman

- Offer ADSL proposal to healthcare professional
- In charge of customer's request
- Data processing

2006-2007 **Vitalicom (Call-center Michelin On Way)** Paris (75)

Customer relations officer

- Data entry
- Writing
- Mail management
- Checking of invoice accuracy
- In charge of customer's request

2003-2006 **Le Cheval Blanc (restaurant)** Suresnes (92) : **Waitress, barmaid**

2003 **Monoprix (supermarket) and Toquata (restaurant)** Puteaux, Suresnes (92) : **Cashier, waitress**

2002 **Champion (supermarket) and La poste (post)** Suresnes (92) : **Cashier, postwoman**

EDUCATION

2018-2020: Web Development Master's Degree – 3W Academy – Paris

2018: Higher National Diploma – Certification of Web Development – 3W Academy – Paris

2001: A levels National Diploma - Science and Technology of Laboratory – Paul Langevin – Suresnes