

Laure Lebon

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SUMMARY OF SKILLS

- HTML, CSS, JavaScript, PHP (Framework: Symfony, Zend), NodeJS (framework: Express, Koa), React, React Native, vueJS, Java, Angular, Perl, MySQL, noSQL, Bootstrap, Wordpress, Git (Github, Gitlab), SSO (Keycloak), Docker environment
- Experienced, excellent interpersonal skills, energetic and reliable
- Excellent knowledge of office systems software (Pack Office, Siebel, Caducée, Ciel Gestion commercial, SAGE, Heat)
- Multitasking, Excellent circumstances analyser
- Native French, Fluent English (Common European Framework of Reference for Languages: level C1)

PROFESSIONAL EXPERIENCE

2018-2020 **Weborama (Big Data)** Paris (75)

Web Developer

- Duties
 - o Project : implementation of a Single Sign-On on different applications (PHP, vueJS, Perl)
 - o Solving tickets : Hot fix, features of the web application called WAM (PHP, vueJS)

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

Customer Service (Technical Support)

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

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

Technical Support Engineer

- Duties
 - o Inbound / outbound calls, email handling
 - o Alarm monitoring and system monitoring
 - o First line technical support
 - o 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
 - o Being attentive to every customer's needs
 - o Performing clerical : answering telephone calls, conveying messages, handling emails
 - o Quotations, Order taking, delivery follow-up, invoicing (virgin or printed t-shirts)

- o Management and resolution of claims and litigations
- o Responsible for relationship with suppliers, negotiations, replenishment of the warehouse
- o Prospecting

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

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

- Secretarial duties
 - o Greeting of clients and visitors
 - o Call screening
 - o Management of executive diaries
 - o Sending of mail and emails to clients and partners
 - o Filing and sorting of documents
- Event organization (Book publication and France Tour)
 - o Newspaper collecting
 - o Management of new restaurants and self-employed registration
 - o Organization of each tour stages

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

Customer relations officer and sales woman

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

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

Customer relations officer

- o Data entry
- o Writing
- o Mail management
- o Checking of invoice accuracy
- o In charge of costumer'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-level in Science and Technology of Laboratory - Paul Langevin - Suresnes