

Shabneez

Mandarun

Frontend Developer

Contact

Shab_93@hotmail.com

57094353

Cald Well Road, Glen Park, Vacoas.

Skills

Bilingual (English & French)

Communication skills

Microsoft office

Adapt to change rapidly

HTML, CSS & JavaScript

Education

Currently Student at Developers Institute

O level - Loreto College Quatre Bornes

A Level - Loreto College Quatre Bornes

Hobbies

Reading Books

Sports

Overview

Currently starting my career as a frontend developer, I love to create beautiful and performant products with delightful user experiences.

Experience

Customer Support at Euro CRM

Jun 2012- Jan 2013

Client support.

Project Coordinator at Bubble Marketing LTD

Mar 2013- Sep 2013

Handled all new projects.

Secretary at NaroC LTD

Dec 2013- Mar 2014

Handled client's inquiries via phone.

Customer Care Advisor (International Campaign) at CSL LTD

Oct 2014- Dec 2016

Handled incoming & outgoing calls for Orange Reunion clients.

Customer Care Advisor at Canal+ Contact

Oct 2017- April 2020

L2 customer queries via phone.

Handled operations.

Help Desk Technician at Canal+ Contact LTD

Aug 2020- April 2022

- Provide internet, phone and satellite TV technical support to residential customers over the phone.

- Effectively engage with the clients to diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues.

- Liaise with level 2 & 3 help desk peers onsite and offsite (other countries) to resolve complex issues that require escalation.

- Provide detailed descriptions of issues in query ticket system and followed up diligently to ensure swift resolutions.

- Systems used: Internal CRM (CGA WEB), NAF & NAC.