

# SOROUSH GHOLAMREZA

## Software Developer | Client Support Specialist

[GitHub](#) | [LinkedIn](#) | [Email](#) | [Resume](#) | [Portfolio](#)

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### Executive Summary

Creative and results-driven **Full Stack Developer** & **Customer Success Specialist** with a diploma in Full Stack Software Development from Code Institute. Combining technical expertise in **React, Django, JavaScript, Python, HTML** and **CSS** with extensive experience in **customer support, client relationship management**, and **key account handling**. Recognized as “**Employee of the Year 2022**” for outstanding client service and problem-solving. Adept at building digital solutions while ensuring top-tier customer satisfaction.

### Core Competencies

**Customer & Client Support Skills:** Customer Success & Relationship Management, Optimization & Service Improvement

**Technologies:** JavaScript, Python, HTML, CSS, SQL

**Frameworks / Libraries:** React, Django, Bootstrap, jQuery, React Bootstrap

**Version Control & Tools:** Git, GitHub, VS Code, Heroku

**Additional Skills:** User Experience, Design Thinking, Responsive Design, Agile Methodologies

**Creative Tools:** Canva, Photoshop, WordPress, Adobe Illustrator

### Freelance Project

- **JuridiQ** – A full-stack web app for legal advice, binding documents, and appeals for clients in Sweden. Built with **Django REST Framework** & **React**, focusing on security & UX. [GitHub Repository](#) (In development).
- **Nordic Company** – A salon website with a custom-made bookings system, tailored to fit client’s needs. Technologies used: **Django** (Backend) and **React** (Frontend) [GitHub Repository](#)

This is a demo version of the real application.

### Portfolio Projects

- **Melon Tasks** – A full stack social calendar application. Technologies used: **JavaScript, React, Python, Django REST Framework**. [GitHub Repository](#)
- **Movie Base** – A full stack movie database application, that fetches movies from TMDB API, where you can see trailers and read about movies. Technologies used: **Django, JavaScript, HTML5, CSS3**. [GitHub Repository](#)

### Cooperations

- **ForThe50** – Hackathon project (Jan 2025) where I was Scrum Master. We worked with an agile methodology to build a website to facilitate reporting of human trafficking & modern slavery in the UK & Ireland. Technologies used: **HTML, Python, CSS, JavaScript**. [GitHub Repository](#).
- **Utime** – This is a Hackathon project created in March 2024. Technologies used: **HTML5, CSS3, JavaScript**. [GitHub Repository](#)

### Work Experience

Timeline	Company	Role	Location
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January 2024 – Present	Freelancing and Skill Development		
<ul style="list-style-type: none"><li>• Developed a web application for legal advisory using <b>Django REST Framework &amp; React</b>.</li></ul>			

- Participated in a Hackathon as Scrum Master (Jan 2025).
- Built a custom salon booking system with **Django** (backend) & **React** (frontend), implementing a modern, unified architecture.

October 2021 – January 2024                      Städo AB                      Key Account Manager                      Stockholm

- Built and maintained strong relationships with key clients, ensuring their satisfaction and loyalty.
- Provided 24/7 availability for key client support and urgent issues.
- Customized solutions for client needs, including tailored booking management.
- Conducted job interviews to recruit new team members and maintain staffing needs.

January 2019 – October 2021                      Swebel Bygg AB                      Administrator                      Stockholm

- Managed and maintained documentation to ensure accuracy and accessibility.
- Supported staff with administrative and data-related requests.
- Provided basic data support, including troubleshooting and assisting with data entry and management.
- Coordinated staff inquiries and ensured efficient resolution of their needs.

September 2013 – October 2018                      Städo AB                      Supervisor                      Stockholm

- **Dispatched staff** to assignments, ensuring efficient resource allocation and task completion.
- **Achieved significant cost savings** through optimized inventory management:
  - ✓ Reduced unnecessary purchases by **15%** between 2013–2014.
  - ✓ Secured an additional **25%** savings from 2014–2018, resulting in a total of **40% savings over five years**.

## Education

May 2022 - February 2024                      Code Institute                      Dublin, Ireland (Remote)

### Diploma in Full Stack Software Development

*(Equivalent to level 5 on the EQF and 30 ECTS credits)*

[Link to Diploma](#) (Accredited by the University West of Scotland)

## Ongoing & Upcoming Education

📌 **Higher Vocational Education in Data Science (Starting 2025)**

*Planned further education in Data Science to enhance analytical and data-driven decision-making skills.*

## Awards

🏆 **Employee of the Year 2022 – Städo AB**

Recognized for outstanding performance as a Key Account Manager, demonstrating exceptional reliability and earning appreciation from clients and colleagues.

## Languages

1. **Swedish:** Professional fluency (spoken and written).
2. **English:** High proficiency (spoken and written).