VICTOR DE SPIRLET

After six years in **customer support** and operations across diverse sectors, including three years as a Paralegal in European Patent Validation at Clarivate, I decided to pivot my career toward technology. To build a robust technical foundation, I completed two intensive bootcamps at **Le Wagon** and **Wild Code School**, where I fell in love with building functional applications and solving problems. Eager to combine my background in client solutions with my technical expertise to contribute to high-impact projects. Today, I am looking for new challenges and opportunities to use my skills and my experience to contribute to the good development of the company.

CONTACT

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HARD SKILLS

- React
- TypeScript
- JavaScript
- Vite / NPM
- Tailwind / BootStap / Mui
- HTML / CSS
- Git / GitHub
- Visual Code Studio
- Ticketing software (Freshdesk - Zendesk - Kayako)

SOFT SKILLS

- Communication
- Teamwork
- Open-minded & Dynamic
- Organized & Structured
- Time management
- Autonomy
- Fast learner
- Problem Solver
- Stress Resistant

HOBBIES

- Motorcycling
- Walking my Dog
- Boxing
- Skiing
- Horse Riding
- Reading
- Photography

LANGUAGES

- English: Fluent
- French: Native language

EXPERIENCE

Technical Support Specialist - IRIS (Canon Group)
Brussels | Apr 2023 - November 2025

- Creating/managing/updating pages from the webshop using HTML/CSS/JavaScript/BootStrap4. In charge of updating the homepage and the web shop, every time there was a promotion, a product change or just modifications to be made to the entire site.
- Providing frontline support to I.R.I.S.'s end customers, addressing diverse technical issues with a focus on efficient problem resolution.
- Handling calls, resolving and escalating incidents within the support software, and maintaining follow-up on outstanding issues.
- Collaborating closely with the developer's team to communicate new or specific customer problems.
- Offering advanced technical troubleshooting and analytical expertise.
- Assisting less experienced personnel in resolving basic technical problems and investigating elevated issues, confirming problem validity and seeking known solutions for complex matters.
- Effectively prioritizing troubleshooting processes and managing time efficiently.
- Conducting outbound calling actions toward customers for business development as an internal sales representative.
- Providing remote training to customers on the usage of our tools and products.

Achievements:

- I redesigned all the support pages for all products currently on sale, in 6 languages (English, German, French, Spanish, Italian and Dutch, for a total of around 300 pages and counting).
- Successfully launched online the new products IRIScan Anywhere 6 Wifi & 6 Wifi Duplex, IRISPen Reader 8, IRIScan Visualizer 7, IRIScan Desk 7, Readiris PDF Essential & Elite.
- Integration of basic elements in JavaScript such as a counter on different pages for product promotions.
- Improvement of various product pages to increase their online visibility.
- I helped resolve issues for approximately 4800 customers regarding various products, achieving a satisfaction rate of 80%.

Customer Support Representative - Critizr
Paris | Feb 2022 - Apr 2022

Support Validation Team- European Patent Validations - Clarivate
Brussels | Jan 2019 - Aug 2021

EDUCATION

Wild Code School - Formation Développeur Web
Brussels | November 2025 - April 2026

Formation intensive de 5 mois axée sur le développement web full-stack (front-end et back-end), avec pédagogie par la pratique et projets concrets. Programme couvrant les langages et technologies clés du web (HTML, CSS, JavaScript, frameworks modernes et gestion des bases de données), ainsi que l'utilisation d'API et les bonnes pratiques de sécurité et de versioning (Git). Formation professionnalisante incluant des méthodes agiles, la création d'un portfolio, le développement des soft skills (communication, travail en équipe) et une préparation à l'insertion professionnelle.

Le Wagon - Web Development
Brussels | October 2022 - December 2022

Le Wagon is an international coding school specialised in immersive bootcamps. Le Wagon teaches people the skills they need to change their lives, kick-start their tech career or launch their own startup. **9-week intensive coding bootcamp** learning HTML, CSS, Bootstrap, JavaScript, jQuery, SQL, git, GitHub, Heroku and Ruby on Rails.
- **Project 1** - We created a website where people can rent handbags, suitcases or backpacks
- **Project 2** - We developed a website for companies and start up to find young developers who are looking for a first experience: **https://www.code-your-life.co/**

Master in International Marketing MSc
HULT International Business School, Boston
September 2016 - August 2017

**BA (Honors) in Business Studies, Business /
Management, International Business**
Middlesex University, Bruxelles
September 2012 - August 2015