



LARRY BASIN

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[View my profile on LinkedIn](#)

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REFERENCES

M. Riad DJERMOUNE
Customer Service Team Leader
GANDI INTERNATIONAL

SKILLS

• Hard Skills

PHP, Symfony, MySQL
HTML5, CSS3, JavaScript
Git, Ubuntu, MacOS

• Languages

French (native speaker)
English (level C1)
Spanish (level B1)

• Soft skills

Adaptability
Curiosity
Team Work
Stress Management

INTERESTS

- Travels: World Tour from January 2019 to April 2020 in South East Asia, Australia, USA, Central & South America, Europe
- New technologies
- Diving (Open Water Diver - SSI)
- Hiking
- Football & Padel

FULLSTACK WEB DEVELOPER

EXPERIENCE

CUSTOMER SUPPORT AGENT - GANDI.NET

Bertrange – LUXEMBOURG

February 2014 - December 2018

- Analyse and respond to simple and complex customer requests
- Work with other teams (Account management, legal, finance) to resolve customer queries
- Follow-up on open requests and keep customers up-to-date
- Ensure customers satisfaction and retention
- Maintain internal documentation up-to-date
- Provide training to new team members
- Respond to customers in French & English (phone, ticketing system, email, chat)

CUSTOMER SUPPORT AGENT - EURODNS.COM

Leudelange – LUXEMBOURG

October 2011 - January 2014

- Analyse and respond to simple and complex customer requests
- Work with other teams (sales, legal and finance) to resolve customer queries
- Follow-up on open requests and keep customers up-to-date
- Ensure customers satisfaction and retention
- Maintain internal documentation up-to-date
- Respond to customers in French & English (phone, ticketing system, email, chat)

EDUCATION

Web & Web Mobile Developer Professional Certification

O'CLOCK

September 14th, 2020 - March 04th, 2021

Full-time remote training divided in 3 parts :

1. 3 months: HTML, CSS, JavaScript, PHP, MySQL, Git
2. 1 month: Symfony Framework
3. 1 month: Project built from scratch in a team of 4 developers

English School - ENGLISH STUDIO

Dublin - IRELAND

January 6th - February 14th, 2020

Spanish School - AMAUTA SPANISH SCHOOL

Cusco - PERU

June 24th - July 2th, 2019

Master's Degree European & International Trade

UNIVERSITY PAUL VERLAINE - Metz - FRANCE

- Internship from 03/2010 to 09/2010:
Travel Consultant at GERMAN AUSTRALIAN TRAVEL, Brisbane, AUSTRALIA
- Internship from 03/2009 to 06/2009:
Export Agent at ALTA CARE LABORATOIRES, Sliema, MALTA