

# LARRY BASIN

## PERSONAL DETAILS

19, rue des Parmentiers  
57000 Metz  
FRANCE  
+33 6 38 49 90 89  
[larry.basin@gmail.com](mailto:larry.basin@gmail.com)  
[www.larrybas.in](http://www.larrybas.in)

## REFERENCES

Mr Riad DJERMOUNE  
Support Team Manager  
GANDI INTERNATIONAL  
+33 6 46 43 29 74

## KEY SKILLS

French (native speaker)  
English (level C1)  
Spanish (level B1)  
Adaptability  
Curiosity  
Team work  
Organisation  
Listening & Communication  
Stress Management

## INTERESTS

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

# FULLSTACK WEB DEVELOPER

## WORK 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 & Mobile Developer Professional Certification | O'CLOCK

September 14th, 2020 - March 04th, 2021

Full-time remote training divided in 3 parts :

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

### Spanish School | AMAUTA SPANISH SCHOOL

Cusco - PERU  
June 24th, 2019 - July 26th, 2019

### English School | ENGLISH STUDIO

Dublin - IRELAND  
January 6th, 2020 - February 14th, 2020

### 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