



LARRY BASIN

19, RUE DES PARMENTIERS
57000 METZ, FRANCE
+33 6 38 49 90 89

larry.basin@gmail.com

[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 B2)

• 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

BACKEND WEB DEVELOPER - AGENDIGO

Full Remote – Since February 2021

- Multiservices web platform to book appointments built from scratch and started as our final training project
- Team of 5 developers working within an Agile SCRUM context
- Backend : PHP, Symfony, MySQL, Doctrine
- Frontend : React, Redux, Bootstrap
- Versionning : Git, Git-Flow

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 :

- 3 months: HTML, CSS, JavaScript, PHP, MySQL, Git
- 1 month: Symfony Framework
- 1 month: Project built from scratch in a team of 5 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