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Link to my online CV: damienlenoir.github.io

DAMIEN LENOIR

PROFESSIONAL EXPERIENCE

AMAZON Seller Support

From march 2015 to now. - Cork, Ireland

TAM (technical account manager) *Technical support for Amazon's sellers through phone-chat-email. General and technical issue like issue with excel feeds, inventory, page display on the website...*

AMAZON Customer service

From october 2014 to January 2015 - Cork, Ireland

CSA (Customer Service Associate) *Customer service through phone-chat-email.*

SNI Société Nationale Immobilière

From July 2014 to august 2014 - Dijon, France

Property management: Phoning, chasing late payment, complaint handling process

EVEN DU FOU, Estate agents

From March 2013 to october 2013 - Dijon, France

Property management: Team management, chasing late payment, call for tenders, complaint handling process

CITYA, Estate agents

From February 2011 to march 2013 - Dijon, France

Property management: Team management, chasing late payment, call for tenders, complaint handling process

EDUCATION

SOFTWARE DEVELOPER DIPLOMA

From July to november 2016 - Cork, Ireland

Level 6 diploma on the [UK scale](#). The Diploma and training were provided by the [Pitman training center](#). The covered languages are: .NET, HTML, CSS, Javascript, JAVA, SQL. I also dived deeper into these languages with self-training websites like: [Openclassrooms](#) and [CodeAcademy](#)

The below Microsoft certifications are included in the diploma:

- [MTA Software Development](#)
- [MTA .NET Development](#)
- [MTA Web Development](#)
- [Certified Java Associate \(CX-310-019\)](#)

BTS NRC

From September 2008 to September 2010 - School Montchapet, Dijon, France

It is a 2 years Diploma specialised in negotiation and customer relationship management.
For further information about this diploma please visit the school website(in French) [here](#)

BAC option Informatique

Granted in 2007 - School le Castel, Dijon, France

French equivalent to the leaving certificate specialized in computing

TECHNICAL SKILLS

- HTML
- CSS
- Javascript
- JAVA
- .NET
- SQL

bases in:

- Python
- Ruby
- JQuery
- PHP

SOFT SKILL

- Fluent English
- french native
- team management