



HARROLD MUSSA

PROFILE

A dedicated professional with 6 years of international **customer support** experience, recently returned to France. I'm driven to pursue **front-end web/app development** roles, where my strong work ethic and responsibility can contribute to innovative projects.

WORK EXPERIENCE

FrontEnd Developer

Freelance | Remote | Present

- **Developed and launched** responsive web applications for client
- Translating design mockups into high-quality user interfaces using **React, JavaScript, TypeScript, HTML, and CSS**
- **Provided technical consultation** to clients, guiding them on best practices for web development and user interface design
- **Designed and built** dynamic and intuitive user interfaces, converting client visions into functional web experiences

Customer Support Lead

Pouch at Global Savings Group | Paris, France | 2021 - 2025

- Maintained the Help Center and improved self-service for users
- Maintained overall KPIs and TrustPilot score
- Collaborated with other teams to ensure resolution of technical problems
- Maintained solid customer relationships by handling questions and concerns with speed and professionalism

Customer Support Specialist I

iGraal at Global Savings Group | Paris, France | 2021 - present

- Communicated with customers through ticketing system and email regarding transactions, technical issues, and rewards
- Verified user accounts, and performed fraud detection tasks
- Validated users' cashback earnings, payments, gift cards, PayPal and Wire Transfer

EDUCATION

Bachelor of Science

Open University UK, Online | 2025-2028

Major : Computing & IT and Business

Professional Certificates

FreeCodeCamp, Online | 2025

Response Web Design (HTML & CSS), JavaScript, FrontEnd Libraries

Bachelor of Business Administration

University of Manitoba, Canada | 2017-2021

Major : Business Administration

Professional Certificate

ComIT, Canada | 2020

.NET Core and Website Development

SKILLS

Networking	●●○○
Communication	●●●○
Management	●●●●
Organization	●●●●
Teamwork	●●●○

Languages: English (C2 - native)
French (B1 - intermediate)

Operational: Microsoft Office
Google Workspace
Zendesk
Tableau
Power BI
Zoom
JIRA
Trello
Shortcut
Slack

Technical: HTML5
JavaScript
CSS
React
VSCode
Git/GitHub
FrontEnd Libraries
JSON
PostgreSQL