



Cyrielle Chasles

Just graduated from the **Web Developer training** program on OpenClassrooms, I'm looking for my first experience as a Front End Developer.

Experience

Knowledge Management Specialist at OpenClassrooms, Paris
October 2022 - Present

- Managing the knowledge for the entire Ops team
- Customizing our Help Center theme (HTML/CSS)
- Tracking our success metrics (content quality, impact, ...)

Mentor & Coach Support Manager at OpenClassrooms, Paris
July 2019 - September 2022

- Creating and maintaining our support processes
- Creating our custom contact page (HTML/CSS/JS)

Client Service Project Manager at Drivy, Paris
January 2018 - June 2019

- Writing and updating the Help Center across 6 countries
- Creating and writing our macro system across 6 countries

Customer Success Manager at Schibsted, London
March 2016 - December 2017

- Launching the Client Service team (procedures, training)
- Analyzing user behavior through web analytics and user testing to improve UX

Process and Prod Officer at Leboncoin, Paris
October 2012 - February 2016

- Answering user questions (level 2)
- Writing procedures to improve quality (78 to 92%)

Education

Web Developer course (Bac +2), 2022

Product Design training at The Design Crew, 2019

Baccalauréat L, mention très bien, 2009

Details

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Chelles, France

Skills

HTML/CSS
SASS
Javascript
React
Figma/Sketch

Languages

French (native)
English (C2)

Hobbies

Reading, Writing, Football,
Drawing

