Louis Aude

Junior web developer
Available immediately

📍 Berlin

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Working for startups in support roles, along with developers, I became progressively intrigued by code, until I decided to make a career change towards it. I graduated from Le Wagon bootcamp and have been coding on my own since. Now I want to take the next step, and continue learning and improving as I take on a junior developer role.
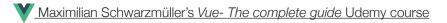
TECHNOLOGIES

<u>Languages</u>: 🔴 Ruby 🟨 Javascript 🔶 HTML 🔷 CSS 𝒮𝒶𝓈𝓈 SCSS 🔲 SQL

<u>Frameworks</u>: 🔴 Ruby on Rails 🟢 Vue 🔖 Jekyll

<u>Workflow tools</u>: 🔶 Git ⭕ Github ✖ Jira 🔵 Trello

<u>Other tools</u>: 🅱 Bootstrap, 🐘 PostgreSQL

CODING EXPERIENCE

I hope you'll consult my portfolio website (<u>louisaude.de</u>) and have a look at some of my coding projects.

🚌 <u>Le Wagon Bootcamp 10/2020-12/2020</u>

9 weeks intensive coding bootcamp learning and applying core coding concepts before designing, coding and shipping to production a clone of AirBnB and a Rails prototype of a hosting platform.

🇨 <u>Codecademy Fundamentals courses</u>

I have completed the their basic courses for Ruby, Javascript, HTML and CSS. Those are tailored to learn the basic concepts and syntax of their respective languages through practice.

🟢 <u>Maximilian Schwarzmüller's *Vue- The complete guide* Udemy course</u>

I am currently going through this comprehensive Vue.js 3 course mixing theory and practice to learn about all the main concepts and features of Vue.

30 <u>Wes Bos's Javascript 30 days course</u>

I am also following this course about getting comfortable with Vanilla JS fundamentals, by building things, and through repetition.

SOFT SKILLS

Project management, team management, training, learning, working according to specifications, conflict resolution, problem solving, processes assessment and improvement

PREVIOUS EXPERIENCE (complete experience and job descriptions on LinkedIn)

<u>French market Customer service team lead - COUP Mobility</u>   11/2018 - 06/2020

- Took over responsibility for decisions, direction and leadership of the French customer service team
- Evaluated past performance and processes and completely restructured the way the team worked
- Recruited 6 new agents and retrained entire team
- Decreased staff attrition by improving team atmosphere and implementing smarter processes
- Coordination with Paris based personnel (all operations and support staff except Customer service)
- Coached, trained, gave feedback and took disciplinary action based on agents' strengths and development areas
- Worked closely with the product team to identify and push features and fixes relevant to customers
- Monitored performance and controlled quality against KPIs
- Managed BPO to ensure consistency of onboarding, quality and processes
- Workforce management including forecasting, capacity planning and scheduling of agents

<u>Customer service shift lead - COUP Mobility</u>   08/2018 - 11/2020

- Interfacing between the agents and the team lead
- "Boots on the ground" role, identifying most in-demand features and informing my team lead about them
- Identifying agents' needs and processes' points of improvement
- Supported team lead with quality and performance control

<u>Customer service agent - COUP Mobility</u>   3/2018 - 08/2018

- Handling customers complaints on the phone and by email

<u>Incident response team agent- Uber, Ireland</u>   6/2017 - 02/2018

- Handling serious cases involving accidents, misconducts, misdemeanours, altercations by outbound calls

<u>Business creation counsellor - CFC, France</u>   3/2016 - 04/2017

- Providing accompaniment from the idea until the business registration according to specifications set by French unemployment agency
- Advising on legal questions , financing, and commercial offer
- Putting business plans together with the project holders

<u>Business creation counsellor trainee - LR SET Business incubator, France</u>   10/2014 - 08//2015

- 30 projects holders supported throughout their business creation
- Counselled and provided feedback on business strategy, finance, accounting
- Facilitated networking among business owners
- Established business plans with the project holders

LANGUAGES

🇫🇷 - Native   🇬🇧 - Full professional proficiency (C2)   🇩🇪 - Limited professional proficiency (B1)

EDUCATION

Montpellier University 1, France Master of Business Administration 2014
Sherbrooke university, Canada Foreign exchange in entrepreneurship studies 2013
Montpellier University 1, France Bachelor's degree in management

VOLUNTEERING

While preparing my master's degree, treasurer for 'Etudiants créateurs d'idées', student organisation aiming to promote entrepreneurship among students by organising networking events and workshops, and by giving talks in schools.