Louis Aude

Junior full stack developer
Available immediately

📍 Berlin

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Portfolio website placeholder

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 get my hands dirty and am looking for a first role as a position placeholder.

LANGUAGES AND TOOLS

Ruby on Rails, Ruby, Javascript, HTML, CSS, SCSS, Bootstrap, Jekyll, SQL, Jira, Git, Github

CODING EXPERIENCE AND PROJECTS

Le Wagon Bootcamp - 10/2020 -12/2020

9-week 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.

Main Projects (all accessible via portfolio website placeholder)

Have a drink on me

The very first app I coded in two days as part of Le Wagon cursus. Featuring a basic SQL database letting the user create cocktail recipes and adding images to the website. Stack : Ruby on Rails, HTML, CSS

Patronize me

 Coded as part of a 4 people team, in a week. Art themed Airbnb clone letting you create offers, book them, manage them and display them on a map. Stack: Ruby on Rails, HTML, SCSS, JS. PostgreSQL

Host it

Coded in two weeks as part of a 4 people team. Event hosting platform featuring extensive event pages with chat rooms, guest lists, item lists. Stack: Ruby on Rails, HTML, SCSS, JS. PostgreSQL

I've also been coding since, to strengthen my coding skills and problem solving abilities.
Along with coding challenges I have started coding my own IMDB clone purely for practicing purposes.

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)

French market Customer service team lead - COUP Mobility   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

Customer service shift lead - COUP Mobility   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

Customer service agent - COUP Mobility   3/2018 - 08/2018

- Handling customers complaints on the phone and by email

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

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

Business creation counsellor - CFC, France   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

Business creation counsellor trainee - LR SET Business incubator, France   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.