Clement Joubert

Technical Care Associate

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Motivated career-changer with a successful track record in Customer Service, transitioning to a role as a Junior Software Developer. Recently completed a rigorous software engineering bootcamp, gaining proficiency in various coding languages and technologies. Excited to apply diverse expertise and problem-solving skills to contribute effectively to dynamic software development projects.

- EXPERIENCE -

HyperionDev, Software Engineering Bootcamp   (15/07/2025)

- The bootcamp aims to introduce and develop Python and machine learning knowledge by completing practical activities.
- Achieved an overall average of 95 % for the bootcamp tasks
- Mastered Python programming within six months, enhancing coding skills and efficiency in data manipulation and analysis.
- Acquired hands-on experience with key data science libraries, including NumPy, pandas, and scikit-learn.

MRI Software   (17-07/2025)-present

. As a Support Analyst at MRI Software, I play a vital role in delivering expert support to clients across the property technology sector. This entry-level position lays a strong foundation in client service, technical troubleshooting, and product knowledge, offering daily opportunities to develop core IT and communication skills.

In this role, I'll be working closely with clients to provide first-class support for MRI's property management software solutions. I'm looking forward to developing my skills in technical troubleshooting, product knowledge, and client communication, all while contributing to an amazing team that's shaping the future of the real estate tech space.

- PROJECTS -

Amazon Mentorship Program – Software Development Engineer (SDE)

Collaborated with experienced SDEs to design and implement real-world technical solutions using technologies like [Java, AWS, React, SQL]. Contributed to feature development, system optimization, and bug fixes, while gaining hands-on experience in Agile development, version control (Git), and unit testing. Enhanced problem-solving, communication, and collaboration skills through mentorship and regular feedback.

Capstone Project: Task Manager for Small Business (Python)

Created a task management system for a small business, allowing efficient tracking of tasks assigned to team members. The program integrates with user authentication and task management functionalities, where users can log in, add tasks, view assigned tasks, and register new users. The system is built to handle user-specific task viewing, task creation, and admin-only user registration and statistics viewing.

- EDUCATION –

Boland College - Human Resource Management   (15/01/2019 – 15/12/2019)

- TECHNICAL SKILLS -

- Python, Django, Docker, SQL/SQLite, HTML, CSS, Bootstrap, Sphinx, Git, Data Analysis Tools, and advanced computer skills: Microsoft Office (Word, Excel, etc.)

- SOFT SKILLS -

- Collaboration, Problem Solving, Accountability, Communication, Analytical Skills, Adaptability, Team Collaboration and Leadership

- ACCOMPLISHMENTS –

Led a project to enhance Amazon's technical support site, improving efficiency and reducing unnecessary transfers. Implemented best practices by analyzing common issues, streamlining solutions, and training agents on effective troubleshooting. Shared insights through coaching and knowledge sessions, helping the team meet and exceed transfer rate goals.

- REFERENCES-

- Available on request