SEVERINE LEGON

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EDUCATION AND QUALIFICATIONS

_NOLOGY, JUNIOR SOFTWARE DEVELOPER COURSE   MAY- AUG 2020
- 12 week immersive coding bootcamp (see tech skills section for details)
- Personal projects as well a client-based project with deliverable results
- Pair programing, group based projects and personal accomplishments
- One week dedicated to soft skills and introduction to Agile and Scrum

UNIVERSITY OF EXETER, PSYCHOLOGY   2016 - 2019
- Degree BSc Psychology (3 years)
- Relevant Modules: Statistics, Research Methods, Clinical Psychology, Behavioural Psychology

LYCEE FRANCAIS CHARLES DE GAULLE, LONDON   2013 - 2016
- French Baccalaureat specialising in Economics
- Specific marks: Mathematics (A), English (A), Economics (B)

EMPLOYMENT HISTORY

COMMUNITY ASSOCIATE, IWG PLC, CHISWICK SPACES   AUG 2019 - FEB 2020
IWG plc is a multinational provider of serviced and virtual offices.
- Provide a high level of customer service to current and prospective members by assisting in all
  client relations including bookings, project management, money handling and conducting tours for prospective clients.
- Managed inquiries, invoice processing, purchase orders, credit notes and payment transactions.
- Consistently improving customer service experiences through expert resolution of conflict, issues and concerns.
- Train incoming staff on policies and procedures.
- Network with local start-ups by organizing and attending monthly events.

STUDENT SUPPORT ADVISOR, UNIVERSITY OF EXETER   AUG 2018 – AUG 2019
- 1-year internship working within the University's central hub for student enquiries.
- Advising students on a wide range of support services offered by the University, while
  maintaining customer service excellence.
- Developed impeccable communication, organization and problem-solving skills.
- Generate important university documents such as transcripts and official certificates.
- Nominated Student Employee Of The Year.

TUTOR, FREELANCE (LONDON/REMOTE)   SEPT 2015 - PRESENT
- Academic tutoring alongside studies.
- Currently a French tutor twice a week.
- References on requests.

SKILLS AND LANGUAGES

TECH SKILL: HTML, CSS, SCSS (SASS), Bootstrap, JavaScript (ES5 - ES8), jQuery, GIT, Yarn, NPM, Github, React, Node.JS, NoSQL Databases,
OOP, Jest

OTHER IT SKILLS: Word, Excel, Powerpoint, MS Office, PeopleSoft, MicroFiche, SPSS

LANGUAGES: ENGLISH AND FRENCH (BILINGUAL)

ADDITIONAL SKILLS: BASIC KNOWLEDGE OF SCRUM, AGILE MANAGEMENT

INTERESTS

- Was an active member of the University Badminton Club.

REFEREES

References are available upon request.