

Paul Cohen-Tannugi

Software Developer | Full-Stack Web Applications & SaaS Solutions

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Burnaby, BC, Canada



SUMMARY

Trilingual full-stack developer and support specialist who bridges engineering and customer needs. I build web applications with Ruby on Rails, React/TypeScript, Flask, and growing experience in Node.js/Express, drawing on 4+ years of SaaS support where I learned to debug APIs, integrations, and backend systems alongside product and engineering teams. I've improved workflows with SQL dashboards and automation, and mentored peers on data analysis and AI tools. I bring empathy, curiosity, and technical depth to create reliable, user-centered software that makes a positive impact.

KEY ACHIEVEMENTS

Full-Stack Development & SaaS Projects

Built web apps in Rails, React, and Flask, including a grocery deal aggregator and personal finance app, applying Agile workflows and Git/GitHub for version control.

Cross-Functional Problem Solving

Partnered with engineers, QA, and legal teams to resolve complex SaaS issues and deliver long-term solutions, developing strong debugging and API troubleshooting skills.

Data-Driven Process Improvement

Designed SQL-backed KPI dashboards and workflow automations that improved case resolution by 50%, demonstrating ability to optimize systems and analyze data.

LANGUAGES

English (Native)

French (Native)

Japanese (Native)

Dutch (Intermediate)

SKILLS

Programming & Frameworks:

Ruby on Rails, JavaScript (ES6), React, Node.js, Express.js, Python (Flask), SQL, HTML/CSS, PostgreSQL, Git/GitHub, Agile

APIs & Integrations:

Zendesk, Service Cloud, Jira, Google Workspace, Microsoft 365, KPI Dashboard Design, Agile Workflows, Version Control (git/GitHub), HTML/CSS, JavaScript, Ruby on Rails

Data & Systems: Database queries (SQL, PostgreSQL), dashboard design, log analysis (Kibana familiarity)

Other Tools: Jira, Google Workspace, Microsoft 365, Zendesk/Service Cloud

EXPERIENCE

Technical Support Agent (Tier 2)

Amsterdam, Netherlands

Fairphone

11/2020 - 08/2025

- Delivered multilingual support (English/French), resolving **hundreds of escalations—including 50+ GDPR-sensitive legal cases**—while ensuring compliance and client trust, and consistently achieving **CSAT above 80%**.
- Collaborated with engineering teams to debug and **resolve API, integration, and backend issues**, contributing to long-term system stability.
- Managed a **portfolio of 30+ B2B partners** and enterprise clients across Europe, resolving technical issues and ensuring smooth operations for business-critical systems.
- Partnered with **engineering, QA, logistics, and legal teams** to resolve systemic bugs, stabilize production environments, and support smooth rollouts during critical product launches.
- Developed workflow automations in Zendesk for high-volume issue types that **cut resolution times by 50%** demonstrating ability to script and optimize processes.
- Designed and maintained **KPI dashboards**, providing leadership with actionable insights into customer satisfaction, defect trends, and team performance.
- Authored multilingual FAQs, SOPs, and knowledge base articles, **supporting onboarding of B2B clients and colleagues** and enabling scalable, consistent support processes.

Project manager

Amsterdam, Netherlands

Cascoland

08/2020 - 06/2021

- Led community-driven upcycling initiative, coordinating **volunteers, suppliers, and stakeholders** to deliver a sustainability project under tight deadlines.
- Built trust and engagement through clear communication and inclusive collaboration.

EXPERIENCE

Theatre technician

City of Surrey Arts Centre

Surrey, BC, Canada

04/2018 - 08/2019

- Collaborated with cross-functional teams to deliver **20+ live productions annually**, troubleshooting technical issues in real time and developing strong problem-solving, teamwork, and communication skills under pressure.

PROJECTS

Bitcoin Journey

07/2025

<https://github.com/paucotan/bitcoin-journey>

Amsterdam, Netherlands

Educational web app teaching users about **money, inflation, and financial literacy** through interactive stories and real-world examples.

- Built a guided tutorial experience to help users **gain confidence and understanding** of complex financial concepts.
- *React, JavaScript, HTML/CSS*

Fern Finance

06/2025

<https://github.com/paucotan/fern-finance>

Amsterdam, Netherlands

Personal finance app that transforms raw transaction data into **clear, actionable insights**, helping users **make informed financial decisions**.

- Focused on empowering users to **move from reactive to intentional spending habits**.
- *Python, Flask, SQLite, HTML/CSS*

EDUCATION

Full Stack Web Development Bootcamp

Amsterdam, Netherlands

Le Wagon

01/2025 - 03/2025

- Built full-stack web apps with Rails, JS, HTML/CSS, PostgreSQL
- Focus on real-world project development, team collaboration, and agile workflows

AI for Business and Data Analytics Certificate

Amsterdam, Netherlands

Growth tribe

01/2024 - 04/2024

- Learned AI fundamentals, ChatGPT prompt engineering, and practical applications for content generation, design, and productivity. Gained hands-on skills to drive data-informed decision-making using AI tools.

Bachelor of arts

Vancouver, British Columbia, Canada

Simon Fraser University

01/2012 - 06/2017

- Specialized in **Theatre Production and Design** with hands-on experience in lighting design, set design and stage management for graduate dance and theatre productions.
- Managed complex **technical setups**, including **local network configuration** to support production communication and coordination.
- Developed strong **problem-solving** and **collaboration skills** by coordinating live events and managing technical challenges under pressure.