SIMON BEIROUTI
Australia, Remote (Can relocate)
Phone | Email | LinkedIn | Github

DEVELOPMENT EXPERIENCE & PROJECTS

Javascript	**Flutter**
August 2021 – Ongoing	*February 2022 – Ongoing*
Beginner	*Intermediate*

Personal website
Javascript, NextJS, Netlify

Comments
- Transitioned from Gatsby to NextJS for SSR and faster deployments.
- Getting hands on experience with NextJS.

Future
- I want to integrate an admin dashboard page to create posts and projects.
- Create widgets to interact with visitors for a funner experience.

News Scrapper
Javascript, NodeJS, Express, Cheerio

Comments
- I wanted to learn how APIs work and how to use NodeJS.
- Integrated Express for API endpoints and Cheerio for news site scraping.

Future
- Connect a NextJS front-end to display information from the API.
- Display more meaningful information from around the world.

Dart flashcard & Flutter flashcards
Dart, Flutter

Comments
- I first created a command line program where I would test myself on Dart questions.
- I later created the front end that would turn into the flashcard application.

Future
- Review the questions and answers to make sure they're correct.
- Integrate the logic, scoring system and ability to compete with others.

Budget tracker
Flutter, Provider, Hive

Comments
- Work with provider to control the theme and state across the app.
- Store data locally with Hive to maintain budget, expenses and theme.

Future
- Integrate firebase for authentication and data storage.
- Listen for transactions to display expenses and track budget.

eCommerce admin app
Flutter, Firebase, Riverpod

Comments
- Wanted to learn Firebase and call data from firestore.
- Love the simplicity by connecting firebase to manage auth and data storage.

Future
- Create a user side of the app to display products.
- Enable purchasing and displaying the purchase history.
- User to business chat for customer support.

Trade View Investments
Customer Support
September 2021 – February 2022
- Conversed with beginner and skilled investors to develop individual learning strategies
- Troubleshoot algorithms and general platform issues faced across multiple platforms
- Deploy and monitor algorithms across different platforms and markets
- Create product proposals to increase the useability of the platform and product offering
- Converse with the sales and development teams to coordinate effective customer responses
- Monthly performance review and strategy sessions to align my skills directly into the role

Crypto.com
Australian/New Zealand Community Manager
July 2020 – October 2020
- Delivered online community engagement to a mixture of personalities
- Educated and troubleshoot issues with Crypto.com products
- Community moderating through deletion, muting & banning
- Dispute resolution with unhappy members through understanding and accepting the situation
- Weekly reporting and weekly team calls to debrief, collect feedback and improve together

Parsl
Community Manager and Lead Support Specialist
January 2018 – July 2019
- Delivered exceptional online customer service to a community of over 1200
- Organised and published announcements relating to partnerships, platform improvements, reward drops, and competitions every few days on various social platforms
- Over 800 hours of experience in monitoring and operating Support Channels, including promptly responding to online customer queries and troubleshooting technical issues at all hours
- Collected and analysed data from internal records and public blockchain records
- Excellent verbal and written communication with team members on planning social posts, strategies to increase customer engagement, and trends in the cryptocurrency space

Education Services Australia
Assistant Project Manager
April 2019 – June 2019
- Utilised Scrum across different stakeholders to align progress and data to ensure project progress is on time and within budget
- Utilised different software on the Windows operating system to ensure data migration is done meticulously and results are shared for project updates within the organisation
- Prevented the double handling of work and by creating a system of version control, utilising project planning, and assigning software
- Provided educational seminars to teach other co-workers how to use chosen software to ensure everyone is on board and understanding of the project's processes

SAMSUNG
Brand Ambassador
October 2017 - October 2018
- Brand Ambassador for the Note 8 and S9 launches in a dedicated popup and Telstra Chadstone
- Delivered exceptional customer experience through detailed product knowledge and retaining knowledge through the FAST (Forget, Active, State & Teach) approach.
- Part of the Train the Trainer campaign aimed to re-train Telstra, Optus, and JB Hi-Fi staff.
- Educated new Samsung users on the suite of devices and up-skilling experienced users.
- Utilised applications to capture check-ins/check-outs through photos, GPS location, and inputting data of daily sales and customer feedback

Bunnings Warehouse Dandenong and Hawthorn
Customer Service and Logistics Assistant
August 2012 - September 2015
- Helped oversee inventory distribution at the Dandenong and Hawthorn stores
- Unload trucks and managed the inventory by liaising with department team members
- Ensured the quality of goods was acceptable for sale and cross-referencing the invoices to the deliveries
- Coordinated with team members the receiving of "in demand" stock through the Bunnings distribution centres
- Provided friendly and helpful customer service and assisted customers with their queries regarding their home DIY projects

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EDUCATION

Coder Academy
Diploma of Information Technology (Full Stack Developer)
May 2022 - March 2023

PERSONAL ATTRIBUTES

My early exposure to logistics and different forms of product movement and data input and output has motivated me to pursue a career in data analytics and software engineering. I value the benefit of technology in increasing productivity and efficiency in the workplace and facilitating convenience and informative living. I have recognised how this can benefit internal processes and decision making.

I continue developing exceptional customer service, communication and multi-tasking skills in my roles by taking on challenges and pushing my boundaries. I have also built upon my abilities to perform under pressure, persevere and stay resilient, commit to excellence by constantly improving, goal-setting, leadership and teamwork, and time management.

PROFESSIONAL REFERENCES

Brandon Rossen - CMO at Parsl - 0488 339 100

Thomas Rowe - Sales Trader at Trade View - 0431 037 596

Hannah Shomali - Customer Service at Bunnings Warehouse - 0404 200 504