Suraya Clemens

778-251-3048   surayaclemens@gmail.com   Vancouver, BC
linkedin.com/in/suraya-clemens/   www.suraya.xyz   github.com/surayaclemens

Overview

Seasoned customer service professional and full-stack developer. Experience coordinating cross-functional teams, building dialled-in systems, and empowering team members to get projects over the finish line. Strengths include understanding diverse perspectives, communicating with clarity and empathy, and fostering community.

Work Experience

WEB DEVELOPER, SOMA CREATIVE STUDIO (FREELANCE) – 2020-PRESENT

- Designed and developed websites with engaging, intuitive interfaces that attract users, optimize UX, add functionality, enhance accessibility, and increase client sales

- Worked collaboratively with clients to setup project scope, establish communication channels, identify clear visions, ensure satisfaction, and complete comprehensive onboarding for their new product

FULL-STACK SOFTWARE ENGINEER & PROJECT COORDINATOR, CEDULIFY – AUG 2022-SEPT 2023

- Led front-end development of responsive web application with dynamic features including onboarding, payments, calendars, localization, and secure admin panel for product owners to safely manage content and users; contributed to design processes including user stories, wireframes, and technical decisions

- Designed and implemented RESTful APIs to facilitate efficient data exchange between client and server; optimized user authentication to minimize registration errors and eliminate redundancies

- Facilitated Agile workflow, owned kanban boards, led daily stand-ups, sprint planning, and sprint reviews; thrived in fast-paced startup environment, effectively multitasking and adapting to rapidly changing business conditions and priorities

ASSISTANT MANAGER, GRANVILLE ISLAND TEA COMPANY – NOV 2013-APR 2018

- Provided exceptional customer service to local and international clientele; created lasting relationships with regular customers through warm & professional demeanour, thorough product knowledge, identification of needs, problem solving, and efficient service

- Effectively co-managed the team of 15 including hiring, training and evaluations; fostered a positive work environment highlighting communication, transparency, and shared success

Education

DIPLOMA IN WEB DEVELOPMENT, BRAINSTATION – 2022

- Completed with 92% average, hosted extra-curricular tutorials during instructors' off-hours

BACHELOR OF ARTS IN LINGUISTICS, UNIVERSITY OF VICTORIA – 2018-2022

- GPA 4.0, President's Scholarship, Jamie Cassels Undergraduate Research Award

Skills & Projects

TECH STACK

- HTML, CSS, JavaScript, TypeScript, React, Angular, Next.js, Tailwind, Node.js, MongoDB, Heroku, AWS, Firebase, Flutter, Docker, Git, GitHub, Jira, Figma, G-Suite, Slack

MORPHOLOGY – JUL 2022-PRESENT

- Development of a gamified language-learning app for Indigenous and other heritage languages

GALS IN TECH VANCOUVER – AUG 2023-PRESENT

- Host monthly meetups for women in tech in Vancouver to facilitate community building and networking