



Suraya Clemens

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Overview

Full-stack developer, relationship-builder, and excellent communicator known for taking initiative, optimizing processes, and delivering impact. Adept at bridging the gap between technical and non-technical stakeholders, ensuring alignment and fostering positive collaboration among cross-functional teams.

Experience

SOFTWARE DEVELOPER, HOOTSUITE – APR 2025-NOV 2025

- Built and maintained front-end features using React and in-house design system, contributing across five shared repositories. Partnered with Product and Design to deliver high-velocity A/B experiments, balancing rapid iteration with clean code, reliability, and easy rollbacks for non-productionized features.
- Actively participated in code reviews and Agile processes ie. standup, sprint planning, grooming, retros.
- Owned planning and delivery of high-visibility epics such as accessibility audits and new signup flows, translating requirements into scoped tickets with clear acceptance criteria and working with Program Managers to ensure features shipped on-time.
- Spearheaded overhaul of team-wide documentation, consolidating outdated guides into a concise, centralized resource adopted across the department, improving developer ramp-up time and earning recognition from senior leadership.

ASSOCIATE CUSTOMER SUCCESS MANAGER, HOOTSUITE – FEB 2024-APR 2025

- Managed a portfolio of 65 enterprise clients equivalent to 1.2 million ARR, ensuring their success by providing tailored, scalable solutions to address pain points, drive product adoption, increase customer satisfaction, and secure contract renewal.
- Collaborated cross-functionally with Sales, Support, Data, and Product teams to streamline workflows, identify areas for improvement, and align on objectives for enhanced customer outcomes. Proactively provided feedback to internal teams, contributing to product enhancements and feature development.
- Volunteered as local Social Impact Champion outside my role, planning and hosting several HootsuiteForGood initiatives for the Vancouver office throughout the year.

FULL-STACK SOFTWARE DEVELOPER, CEDULIFY – AUG 2022-SEPT 2023

- Frontend development of web app features including calendars, secure payments, and multilingual localization using Angular, TypeScript, RxJS, SCSS for responsive, modular, and reusable components.
- Backend development using Node.js, Express, and Firebase to efficiently handle client requests through RESTful APIs. Led implementation of Facebook Conversions API to route user data from client to server to Meta Business Suite, resulting in improved campaign targeting and marketing ROI.
- Conducted manual end-to-end testing, identifying edge cases such as failed syncs between web and mobile apps; addressing these issues improved application stability and ensured seamless user experience.
- Collaborated cross-functionally with Design and Product to ensure feature alignment with user needs and business goals. Facilitated Agile workflows, leading daily stand-ups and managing Jira boards.

Skills

- **PROGRAMMING LANGUAGES:** JavaScript, TypeScript, HTML, CSS
- **FRONTEND & UI TOOLING:** React, Angular, Next.js, Redux, Flutter, Storybook
- **BACKEND & APIs:** Node.js, Express

- **TESTING & QUALITY:** Mocha, Jest, Playwright
- **DATABASES:** Firebase, MySQL
- **INFRASTRUCTURE & TOOLS:** AWS, Heroku, Vercel, Docker, Git, GitHub, Figma, Jira

Education

BACHELOR OF ARTS, LINGUISTICS | UNIVERSITY OF VICTORIA

- GPA 4.0, recipient of President's Scholarship and JCURA Undergraduate Research Award.

DIPLOMA, WEB DEVELOPMENT | BRAINSTATION

- Built a capstone project from concept to deployment, showcasing proficiency in React and Node.js.