



Suraya Clemens

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Overview

Full-stack web developer, design enthusiast, and excellent communicator known for taking initiative, optimizing processes, and delivering impactful results. Adept at bridging the gap between technical and non-technical stakeholders, ensuring alignment across cross-functional teams. Passionate about building seamless user experiences, fostering community, and driving innovation.

Work Experience

ASSOCIATE CUSTOMER SUCCESS MANAGER, HOOTSUITE – FEB 2024-PRESENT

- Managed a portfolio of enterprise clients, ensuring their success by providing tailored strategies and leveraging the Hootsuite platform to achieve business goals.
- Collaborated cross-functionally with Data, Enablement and other CS teams to streamline workflows, identify areas for improvement, and align on objectives for enhanced customer outcomes.
- Designed scalable solutions to address customer pain points, driving product adoption and satisfaction.
- Proactively provided feedback to internal teams, contributing to product enhancements and feature development.

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

- Developed and maintained responsive web application features such as dynamic calendars, secure payment systems, and multilingual localization.
- Leveraged Angular and TypeScript to create modular, reusable components for streamlined development and consistency across the application, with regular refactoring for performance optimization.
- Designed and implemented RESTful APIs, ensuring efficient data exchange and secure user authentication.
- Facilitated Agile workflow, owned Kanban boards, daily stand-ups, sprint planning, and reviews in a fast-paced startup environment.

WEB DEVELOPER, FREELANCE – 2020-FEB 2024

- Designed and developed websites with engaging, intuitive interfaces to optimize UX, functionality, and accessibility, increasing client sales.
- Worked collaboratively with clients to align on vision, define project scopes, establish communication channels, and ensure seamless handoff.

Education

DIPLOMA: WEB DEVELOPMENT, BRAINSTATION – 2022

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

BACHELOR OF ARTS: LINGUISTICS, UNIVERSITY OF VICTORIA – 2022

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

Skills & Projects

TECH STACK

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

MORPHOLOGY – JUL 2022-PRESENT

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

WOMEN IN TECH VANCOUVER – AUG-DEC 2023

- Hosted monthly meetups for women in the industry, to facilitate networking and sense of community