



# Michael Bernard

FREELANCE PROFESSIONAL: CUSTOMER SERVICE EXPERT | WEB & FULL STACK DEVELOPER

## Profile

Experienced, results-driven freelance professional with a passion for digital business. Proven track record in collaborative teamwork, remote work, and efficient process management.

## Work experience

### Freelance Team Leader, TeleMarCom European Services GmbH, Nidderau, Remote Work

MARCH 2023 – PRESENT

- Cultivate an inspiring team environment fostering open communication.
- Define and communicate clear team objectives.
- Delegate tasks and establish deadlines.
- Supervise day-to-day operations.
- Encourage and motivate team members.
- Actively listen to team feedback, resolving conflicts promptly.
- Acknowledge and reward high performance and achievements.

### Web Developer, Upxero OU, Tallin, Remote Work

MAY 2022 – PRESENT

- Guided the development process to deliver tailored web and mobile solutions alongside database implementations that precisely met client demands.
- Proficient in Java, React, HTML, CSS, Spring for diverse programming tasks.
- Collaborated across teams to innovate and craft web and mobile solutions.
- Expertise in front-end development using HTML, CSS, JavaScript, React for engaging UIs.
- Ensured code functionality through rigorous testing and debugging.
- Seamlessly integrated third-party APIs into various applications.
- Continuously optimized website and app performance for enhanced user experience.
- Used version control systems and project management tools for efficient teamwork.
- Stayed updated on latest web dev trends, focusing on HTML, CSS, JS, React advancements.

### Freelance Customer Service Agent, TeleMarCom European Services GmbH, Nidderau, Remote Work

JANUARY 2021 – PRESENT

- Handles incoming calls/emails or inquiries from prospective customers or clients.
- Assists customers effectively by solving customer disputes.
- Provides customer additional information or explains services.
- Discusses products offered and ensures customer satisfaction.
- Tactfully handles confrontational or stressful interactions with the public.
- Completes supporting paperwork and data entry as required.
- Accurately captures customer information.

### Hospitality Entrepreneur, Sawadee VOF / Mike's Sushi, Hulst, Netherlands

DECEMBER 2010 – DECEMBER 2020

- Plan, organize and coordinate all restaurant operations and events.
- Recruit, direct and supervise executive staff so that the serving and kitchen staff works efficiently and according to policy.
- Develop and promote marketing strategies.
- Manage and coordinate accounting, budgets, statistical statements and operating figures, determine pricing and strive for target profit figures.
- Oversee maintenance, supplies and furnishings, maintain contacts with contractors and suppliers, negotiate arrangements.

## Info

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NATIONALITY

Dutch/Thai

DATE OF BIRTH

26-06-1986

## Skills

Independant  
Leadership and Teamwork  
Determination and Persistence  
Flexibility  
Communication Skills  
Excellent IT skills

## Computer skills

[MS Office](#)  
[Social Media](#)  
[Adobe](#)  
[HTML5](#)  
[CSS3](#)  
[JavaScript](#)  
[ReactJS](#)  
[Responsive Web Design](#)  
[Figma Interface](#)  
[Java](#)  
[Spring Boot](#)  
[PostgreSQL](#)  
[RESTful API Integration](#)  
[Git Version Control](#)

## Languages

Dutch  
English  
Thai

## Hobbies

Karate, Muay Thai, Computer programming, Cooking & Traveling

- Answering questions about the restaurant and its services, handling complaints and comments from guests.

### **Front-of-House Manager, Panache Europe BVBA, Antwerp, Belgium**

OCTOBER 2007 – JUNE 2019

- Execute multiple tasks concurrently.
- Adhere to an ethical code of conduct in gambling practices.
- Ensure compliance with legal gaming regulations.
- Oversee casino facilities management.
- Supervise gaming areas effectively.
- Apply conflict resolution skills.
- Enforce safety protocols in gaming rooms.
- Collaborate efficiently and methodically with fellow team members.

## **Education**

### **Full Stack Developer, Novi University of Applied Sciences, Utrecht, Netherlands**

AUGUST 2022 – OCTOBER 2023

Completed comprehensive coursework in full-stack development, mastering front-end and back-end technologies. Executed diverse projects, gaining practical experience in dynamic web and mobile app creation.

### **Enterprise Modeling, Open University of the Netherlands, Heerlen, Netherlands**

DECEMBER 2020 – MAY 2021

Explored advanced enterprise modeling techniques, specializing in designing complex systems and implementing efficient solutions using modeling tools.

### **Hospitality Entrepreneur, NHA Educations, Panningen, Netherlands**

SEPTEMBER 2009 – JULY 2010

Acquired foundational knowledge in hospitality management, covering operations, marketing, and financial aspects within the industry.

### **Senior general secondary education (HAVO), Reynaert College, Hulst, Netherlands**

SEPTEMBER 1999 – JULY 2004

Completed broad secondary education, establishing a strong academic foundation across various subjects.

## **Licenses & certifications**

### **Designing websites with HTML 5, VDAB Belgium**

MARCH 2022

### **Social Hygiene, Horeca Foundation Netherlands**

APRIL 2010

### **Staff License D, Gaming Commission Belgium**

OCTOBER 2007

## **Extracurricular activities**

### **Assistant Trainer, Meijin Ryu Karate-Do, Belgium/Thailand**

FEBRUARY 2008 – PRESENT

- Teaching relevant skills, tactics, and techniques
- Monitoring and enhancing performance through tuition, encouragement, and constructive feedback
- Identifying strengths and weaknesses
- Advising on health and lifestyle issues
- Developing comprehensive training programs
- Undertaking diverse administrative tasks
- Creating personalized learning plans
- Cultivating a supportive learning environment

## References

**Nicole Hernandez** from TeleMarCom European Services GmbH

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**Mark Heymans** from Meijin Ryu Karate-Do

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