

GUILLAUME AUBERT

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📅 28/11/1993

📍 Roncq, France

ABOUT ME

Solving daily encountered issues through automation, optimization and development of scalable solutions for companies and individuals.

EXPERIENCE

Customer Support Specialist **Kindred Group plc**

■ 01/2022 – 04/2024 • Malta

- Developed Chrome extension simplifying tickets transmission to stakeholders from Oracle Service Cloud
- Developed Chrome extension allowing proper clipboard usage on backoffice ran from remote desktop
- Improved internal CRM by allowing batch upload on KYC and Documents sections
- Improved sign-up process on website by implementing UI modifications
- Rewarded with Employee of the Month award

Customer Support Agent **Kindred Group plc**

■ 04/2021 – 01/2022 • Malta

- Ensuring satisfaction of company KPIs by constantly delivering high quality support
- Managing and transferring ongoing issues through JIRA, and informing stakeholders when resolved

Ecommerce Specialist **Noxu Design**

■ 09/2020 – 01/2022 • Malte

- Developed a Python script allowing bulk product import in Shopify using Storefront API
- Managing inbound customer requests and monitoring bulk email campaigns to insure high customer satisfaction
- Monitoring deliveries and tracking shipments with foreign manufacturers

Affiliate Marketing Specialist **OGAds**

■ 04/2017 - 09/2020 • Malta

- Advertised on Google AdWords
- Developed automation scripts to ensure daily ad campaigns management
- Conducted AB testing on different landing pages to ensure good ROI
- Tracked landing pages performance on Google Analytics

Affiliate Marketing Specialist **Adludum**

■ 04/2015 - 04/2017 • Malta

- Advertised on Facebook Ads
- Conducted proper SEO on self-hosted domain

SKILLS

Javascript

SQL

HTML

Bash

Git

Linux

Python

Svelte

CSS

Docker

Emacs

JIRA

PROJECTS

Watchd - Javascript [\[git\]](#)

System Bet Calculator - Svelte [\[git\]](#) [\[url\]](#)

wpa_suppllicant Configurator - Bash [\[git\]](#)

Juno Playlist Creator - Python [\[git\]](#)

Lümo e-Commerce - Svelte [\[git\]](#)

Oracle Request Sender Extension - Javascript

Clipboard Handler Extension - Javascript

LANGUAGES

French

Native



English

Business Fluent



Spanish

Advanced



Dutch

Beginner



HIGHER EDUCATION

International Marketing, BA

• Lille, France

■ 09/2013 – 09/2014

International Business, Higher National Diploma

• Lille, France

■ 09/2011 – 09/2013

French Baccalaureate

• Lille, France

■ 09/2008 – 09/2011