SIMON BEIROUTI

FULL STACK DEVELOPER   hello@simonbeirouti.com   MELBOURNE | REMOTE

Website

Github

Over six years of experience working within supply chain and logistics, seven years of experience across customer focused roles, and three years of experience learning about software development and project management.

PROJECTS

CREATE A MINIMAL AND DESCRIPTIVE WEBSITE FOR MYSELF AND UTILISE SHADCNNNNN
New personal website!
Live on 22/5/24
Link ↗

Utilising new libraries to keep the site super minimal and testing new features
- Super minimal and highly performant website
- Connection to database to have a personal dashboard for further content creation

Next.js TailwindCSS Vercel Shadcn
Resend Supabase

CREATE A FUNCTIONAL ECOMMERCE SITE FOR A PHYSICAL FOOD STORE POWERED BY SQUARE AND NEXT.JS
Oh! Banh Mi
Live on 22/5/24
Link ↗

Building a highly performant website, utilising the Square API with a focus on creating code that ensures the end customer experience is seamless.
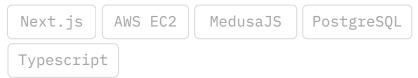- Products are reloaded based on the Square Catalog API
- Product modifiers/extras are linked based on the product ID loaded
- Global state and functions are shared with context across the entire app
- Mostly server actions to handle forms and payment confirmation

Next.js Wordpress Typescript
AWS Lightsail Vercel

WORK WITH A DEVELOPER TO CREATE A SUITE OF PRODUCTS FOR A PHYSICAL FOOD STORE
eCom product suite
Archived on 23/1/24

Showed me that verifying someone's experience is crucial to ensuring time and money isn't wasted during the development process.
- Database and Backend hosted on AWS
- Next.js for the storefront
- Next.js for the dashboard/POS
- Building on Vite Medusa admin panel

Next.js AWS EC2 MedusaJS PostgreSQL
Typescript

CREATING A FASTER REPLACEMENT TO WORDPRESS WITH A PERSONALISED DASHBOARD
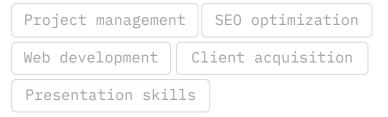CWScales
Live on 19/9/23

Planning the entire project and working with a freelancer to compelete this asynchronously.

- Database and authentication with Supabase
- Navigation and features dynamically generated
- Customer facing site with dynamically generated data
- Protected admin panel with a direct connection to Supabase

Next.js Supabase Javascript PostgreSQL

Vercel

── WORK EXPERIENCE

CONTRACTED DEVELOPER
Self-Employed
May 2023 - Current

As the owner of Webpres, I lead a website agency that creates client websites and offers content creation to enhance SEO. My responsibilities include managing projects with tools like Notion and GitHub, hosting websites through Vercel, and handling domain registrations with GoDaddy. I actively engage in marketing our services through cold calling and in-person presentations to attract new clients.

Project management SEO optimization

Web development Client acquisition

Presentation skills

HC TRUCK DRIVER
Wettenhalls
Feb 2023 - Current

In my role as a HC Truck Driver at Wettenhalls, I perform daily checks to maintain the presentation and functionality of the truck and trailer. I oversee stock movements at Goodman Fielders to plan trips efficiently and liaise with external stakeholders to address any logistical issues. My responsibilities also include using tracking software to update stakeholders on truck locations, ensuring smooth operations.

Logistics management

Stakeholder communication Safety compliance

Efficiency planning Real-time tracking

CUSTOMER SERVICE
Adairs
Nov 2022 - Jan 2023

At Adairs, I excelled in customer service, particularly during high-volume periods like the Linen Lovers event and Christmas season. I managed high KPIs for case closures, email correspondence, and customer calls. I coordinated with Auspost and warehouse teams to resolve issues with lost or unavailable products, processed refunds and replacements, and managed cases through Salesforce.

Customer service   Problem resolution

KPI management   Product management

Salesforce

SNR CUSTOMER SERVICE
David Jones
Oct 2022 - Jan 2023

As a Senior Customer Service Representative at David Jones, I handled escalated cases from the front-facing customer service team. I worked closely with external stakeholders like Auspost and vendors to arrange replacements for lost or unavailable items, delivering exceptional customer experiences by resolving cases efficiently within 2-4 hours. I performed all duties remotely using Salesforce, Citrix, and other tools.

Escalated case handling   Rapid problem-solving

Customer satisfaction   Cross-functional collaboration

Remote work tools proficiency

SUPPORT ADVISOR
Shopify
May 2022 - Sep 2022

In my position as a Support Advisor at Shopify, I supported merchants by discussing their business goals and troubleshooting issues through simulations and direct communications. I utilized tools like Zendesk and Athena to provide effective solutions and communicated regularly with a global team to escalate complex issues. My role included tracking performance and improvements through weekly calls.

Business consulting   Technical support

Merchant relations   Global team collaboration

Customer communication

CUSTOMER SUPPORT
Trade View
Investments
Sep 2021 - Feb 2022

At Trade View Investments, I engaged with investors to develop personalized learning and investment strategies. I troubleshoot and deployed trading algorithms across platforms, contributed to product development, and coordinated with sales and development teams to enhance customer service. Regular performance reviews and strategic planning sessions were integral to aligning my role with company goals.

Financial advisory   Algorithm troubleshooting

Product development input   Customer-centric strategy

Team coordination

AUS/NZ COMMUNITY MANAGER
Crypto.com
July 2020 - Oct 2020

As the Community Manager for Australia/New Zealand at Crypto.com, I managed online community engagement, addressing a diverse range of member personalities. My duties included moderating the community, resolving disputes, and providing education on product issues. Weekly team calls and reporting were key components of my role, focusing on community feedback and continuous improvement.

Community management   Conflict resolution

Educational outreach   Online engagement

Team feedback integration

COMMUNITY MANAGER & SUPPORT
Parsl
Jan 2018 - July 2019

In my role at Parsl, I delivered high-quality customer service to a community of over 1200 members, managing communications, technical support, and engagement across various platforms. I was responsible for publishing announcements, monitoring support channels, and analyzing data from internal and public sources. My communication skills were essential for planning and implementing engagement strategies.

Community outreach   Technical support expertise

Data analysis   Social media management

Crisis management

EDUCATION

CODER ACADEMY
Diploma of Information Technology
2022 - 2023

ST JOHNS REGIONAL COLLEGE
VCE
2005 - 2010

SKILLS

Project management SEO optimization Web development Client acquisition

Presentation skills Logistics management Stakeholder communication

Safety compliance Efficiency planning Real-time tracking

Customer service Problem resolution KPI management Product management

Salesforce Escalated case handling Rapid problem-solving

Customer satisfaction Cross-functional collaboration Data analysis

Remote work tools proficiency Community management Conflict resolution

Educational outreach Online engagement Team feedback integration

Financial advisory Algorithm troubleshooting Business consulting

Technical support Merchant relations Global team collaboration

Customer communication Product development input Customer-centric strategy

Team coordination Community outreach Technical support expertise

Crisis management Social media management

TOOLS

Next.js TailwindCSS Supabase Resend Javascript Shadcn Wordpress

MedusaJS Typescript AWS Lightsail AWS EC2