Developer Frontend Backend CMS

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Professional Experience

Customer Advisor | Webhelp, Lisbon

January 2023 – June 2023

- Supported French market customers for Chubb Insurance.
- Resolved issues and answered questions about insurance contracts.

Drupal Migration Support | Content, Lisbon

March 2021 – June 2021

- Migrated content from Drupal 7 and WordPress to Drupal 8.
- Customized themes using Layout Builder and Views.

Support Engineer | BlueForYou, Brussels

September 2020 – February 2021

- Managed Drupal migration from version 7 to 8.
- Updated content, files, and configurations.
- Utilized Git for version control and imported older views with YAML and configuration files.

Customer Support | Airbnb, Lisbon

June 2018 – July 2019

- Provided support for French and English markets.
- Assisted guests and hosts with listings, profile validation, payments, and troubleshooting.

Auto-Entrepreneur | Webmaster & Linux Freelance

February 2010 – Present

- Created websites using WordPress, Drupal (7/8/9/10), and Prestashop (1.6/1.7).
- Provided customer support for CMS usage, training, debugging, and optimization.
- Administered Linux VPS, including security and log management.
- Developed websites with PHP and PABX systems (VoIP) and integrated Elastic API for medium-sized sites.
- Developed e-commerce solutions with Prestashop and Drupal Commerce.
- Migrated and exported product catalogs and customer data.
- Developed backend and frontend modules for Drupal 10.

IT Operations Technician | Pictime DataCenter

March 2010 – July 2010

- Implemented monitoring tools (Cacti, Nagios, Zabbix).
- Monitored backups and checked services on Linux systems.
- Administered CentOS 5 servers according to data center specifications.

IT Help Desk Technician | Imprimerie Nationale

April 2009 – March 2010

- Provided Level 1 technical support for biometric passport installations in town halls and prefectures.

IT Help Desk Technician | Promod

October 2008 – February 2009

- Supported users on e-shop applications and cash register software.
- Provided customer contact support via phone and email.
- Installed and configured hardware linked to stores.

IT Operations Technician | NordNet

February 2008 – July 2008

- Provided technical support for antivirus software settings.
- Checked for viruses and spyware using remote control software.

IT Operations Technician | Wanadoo

January 2005 – January 2006

- Provided technical support for internet connections and incident processing.
- Configured routers, email clients, and Windows firewalls.

IT Operations Technician | Club Internet

January 2004 – January 2005

- Provided technical support for internet connections and troubleshooting.

Education

- **2002-2003**: 1st Year of DEUG SV, Faculty of Lille1 (USTL)
- **2000-2002**: 1st Year of Medicine, Faculty of Lille2 (Henri Warenbourg)
- **1999-2000**: Bachelor's Degree, Lycée Mariette, Boulogne-sur-Mer
- **1995**: BAFA Complete, Option Game Outside
- **2006-2007**: Various trips abroad (India, England, Spain, Portugal) to improve English proficiency

Skills

- **Operating Systems**: Windows (10, 7, 2000, XP, Vista, 2003 Server), Linux (Ubuntu, CentOS), macOS
- **Virtualization**: VMware, VirtualBox
- **CMS**: WordPress, Magento, Prestashop (1.6/1.7), Drupal (7, 8, 9, 10)
- **Languages**: CSS, HTML, PHP, MySQL, jQuery, CSV, XML, Git, Docker
- **Software**: Photoshop CS6, GIMP, Exchange, Office Suite

Additional Training

- Self-taught in PHP, MySQL, Bootstrap 5, HTML, jQuery, Linux, CMS (Drupal, Prestashop, WordPress, Gutenberg)