SOROUSH GHOLAMREZA
Software Developer **|** Client Support Specialist

GitHub | **LinkedIn** | **Email** | **Resume** | **Portfolio**
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Executive Summary

Creative and results-driven **Full Stack Developer** & **Customer Success Specialist** with a diploma in Full Stack Software Development from Code Institute. Combining technical expertise in **React**, **Django**, **JavaScript**, **Python**, **HTML** and **CSS** with extensive experience in **customer support**, **client relationship management**, and **key account handling**. Recognized as "**Employee of the Year 2022**" for outstanding client service and problem-solving. Adept at building digital solutions while ensuring top-tier customer satisfaction.

Core Competencies

Customer & Client Support Skills: Customer Success & Relationship Management, Optimization & Service Improvement
Technologies: JavaScript, Python, HTML, CSS, SQL
Frameworks / Libraries: React, Django, Bootstrap, jQuery, React Bootstrap
Version Control & Tools: Git, GitHub, VS Code, Heroku
Additional Skills: User Experience, Design Thinking, Responsive Design, Agile Methodologies
Creative Tools: Canva, Photoshop, WordPress, Adobe Illustrator

Freelance Project

- **JuridiQ** – A full-stack web app for legal advice, binding documents, and appeals for clients in Sweden. Built with **Django REST Framework** & **React**, focusing on security & UX. GitHub Repository **(In development)**.
- **Nordic Company** – A salon website with a custom-made bookings system, tailored to fit client's needs. Technologies used: **Django** (Backend) and **React** (Frontend) GitHub Repository

  This is a demo version of the real application.

Portfolio Projects

- **Melon Tasks** – A full stack social calendar application. Technologies used: **JavaScript, React, Python, Django REST Framework**. GitHub Repository
- **Movie Base** – A full stack movie database application, that fetches movies from TMDB API, where you can see trailers and read about movies. Technologies used: **Django**, **JavaScript**, **HTML5**, **CSS3**. GitHub Repository

Cooperations

- **Connection Engine** – Hackathon project (March 2025) where we created a platform dedicated to empowering women in tech by providing mentorship, sponsorship, collaboration opportunities among other things. We won the hackathon with this innovative project**.** Technologies used: **Django REST Framework**, **HTML**, **Tailwind CSS**, **JavaScript**, **Python**. GitHub Repository.
- **ForThe50** – Hackathon project (Jan 2025) where I was Scrum Master. We worked with an agile methodology to build a website to facilitate reporting of human trafficking & modern slavery in the UK & Ireland. Technologies used: **HTML**, **Python**, **CSS**, **JavaScript**. GitHub Repository.

Work Experience

Timeline	Company	Role	Location
January 2024 – Present	Freelancing and Skill Development		

- Developed a web application for legal advisory using **Django REST Framework** & **React**.
- Participated in a Hackathon as Scrum Master (Jan 2025).
- Built a custom salon booking system with **Django** (backend) & **React** (frontend), implementing a modern, unified architecture.

October 2021 – January 2024 Städo AB Key Account Manager Stockholm

- Built and maintained strong relationships with key clients, ensuring their satisfaction and loyalty.
- Provided 24/7 availability for key client support and urgent issues.
- Customized solutions for client needs, including tailored booking management.
- Conducted job interviews to recruit new team members and maintain staffing needs.

January 2019 – October 2021 Swebel Bygg AB Administrator Stockholm

- Managed and maintained documentation to ensure accuracy and accessibility.
- Supported staff with administrative and data-related requests.
- Provided basic data support, including troubleshooting and assisting with data entry and management.
- Coordinated staff inquiries and ensured efficient resolution of their needs.

September 2013 – October 2018 Städo AB Supervisor Stockholm

- **Dispatched staff** to assignments, ensuring efficient resource allocation and task completion.
- **Achieved significant cost savings** through optimized inventory management:
  - ✓ Reduced unnecessary purchases by **15%** between 2013–2014.
  - ✓ Secured an additional **25%** savings from 2014–2018, resulting in a total of **40% savings over five years**.

Education

May 2022 - February 2024 Code Institute Dublin, Ireland (Remote)

Diploma in Full Stack Software Development

(*Equivalent to level 5 on the EQF and **30 ECTS credits***)

Link to Diploma (Accredited by the University West of Scotland)

Ongoing & Upcoming Education

📌 **Higher Vocational Education in Data Science** (Starting 2025)

Planned further education in Data Science to enhance analytical and data-driven decision-making skills.

Awards

🏆 **Employee of the Year 2022** – *Städo AB*
Recognized for outstanding performance as a **Key Account Manager**, demonstrating exceptional reliability and earning appreciation from clients and colleagues.

Languages

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1. **Swedish**: *Professional fluency (spoken and written).*
2. **English**: *High proficiency (spoken and written).*
3. **Persian**: *Verbal*