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Montréal (Québec), H3S 1X4

FULL STACK DEVELOPER

PROFESSIONAL SKILLS

- **Full-Stack Proficiency:** Architected and developed scalable web applications utilizing modern technologies like React.js, Node.js, and TypeScript.
- **Performance Optimization:** Prioritized user experience by implementing performance-driven design practices and resolving technical issues to improve web application speed and efficiency.
- **Problem-Solving Mindset:** Proactively identified and resolved technical bottlenecks, demonstrating a strategic approach to overcoming challenges and ensuring project success.
- **Client-Focused Development:** Built responsive, cross-browser compatible websites and tailored solutions to meet specific client needs, resulting in satisfied clients and positive feedback.
- **Adaptability:** Quickly mastered new technologies and frameworks to adapt to evolving project requirements, showcasing a commitment to continuous learning.
- **Collaborative Communication:** Effectively communicated technical concepts to both technical and non-technical stakeholders, fostering strong teamwork and project alignment.
- **Quality Assurance:** Employed meticulous coding practices and thorough testing to deliver robust, error-free software products.

Soft skills: Team player, Time management, Fast learner, Problem solving, Good communication.

TOOLS AND TECHNOLOGIES

- **Programming Languages:** JavaScript (ES6+), TypeScript, PHP, Java, SQL, OOP Concepts, MVC Architecture, C++.
- **Web Technologies:** React.js, Node.js, Express.js, Tailwind CSS/Bootstrap, React UI Libs, Redux, React Query, Laravel, HTML, CSS, jQuery, AJAX, RESTful APIs, GraphQL, JSON, Firebase, Postman, Web Animation, WordPress, Shopify, WooCommerce, Sass
- **Mobile Technologies:** Android app development
- **Database:** Relational (MySQL, PostgreSQL), NoSQL (MongoDB), Firebase/GraphCMS, GraphQL, SQLite
- **Software:** Visual Studio Code, WebStorm, IntelliJ IDEA, Android Studio, XAMPP, Postman, FileZilla, WinSCP, PuTTY, PHPStorm, JIRA, Trello, Slack, Adobe XD, Figma
- **Deployment:** GoDaddy, Heroku, GitHub, GitLab, Netlify, Hostinger, Bluehost, AWS.
- **Design:** UI/UX, Web and Mobile UI Wireframe, Logo Design, social media Banner.

WORK EXPERIENCE

Customer Executive Support for Rogers Mobile

2023 – Present

[IO Solutions, Montréal](#)

- **Resolved** complex customer technical issues through chat, consistently maintaining a high customer satisfaction rate (90%+ if possible) and driving customer loyalty.
- **Collaborated effectively** with cross-functional teams to expedite issue resolution, ensuring seamless customer experiences and swift problem-solving.
- **Analyzed** customer data to identify trends and propose process improvements, resulting in increased efficiency and reduced customer complaints.
- **Demonstrated exceptional adaptability** by quickly mastering new tools and technologies, applying knowledge to provide best-in-class customer support.
- **Proactively sought solutions** to complex customer queries, demonstrating a problem-solving mindset and commitment to continuous learning.

Achievements:

- **Customer Satisfaction Champion:** Achieved an exceptional customer satisfaction (CSAT) rating of 75% average, ranking within the top 15% of support representatives.
- **Process Improvement Leader:** Implemented a process change that resulted in a 30% reduction in average customer complaint resolution time.
- **Adaptability & Continuous Improvement:** Demonstrated a talent for continuous learning, proactively adapting to changing processes and technologies to streamline customer support operations.

Full Stack Developer

2022 - 2023

[Bringasoft inc, Web Developer Remote Work](#)

Core Technical Proficiencies: React.js, Node.js, TypeScript, Express.js, HTML, CSS, Bootstrap, jQuery, MongoDB, GraphQL, Firebase/GraphCMS, REST APIs, Shopify, WooCommerce, Laravel, MySQL, AWS, GoDaddy, UI/UX Design (Adobe XD, Figma)

- **Architected** and developed **scalable web applications** using Next.js, React.js, Node.js, TypeScript, Express.js, MongoDB, and GraphQL, prioritizing **performance**, **user experience**, and client satisfaction.
- **Optimized web application performance**, achieving significant reductions in **load times** and **improving SEO rankings** through techniques like code splitting and lazy loading.
- Built a **robust investment management platform** ([orka.club](#)) using Laravel and MySQL, enabling users to **track their portfolios** and analyze financial data effectively.
- **Seamlessly** integrated diverse APIs (including GraphCMS) and developed **custom components** within React applications, leveraging Next.js and Tailwind CSS to deliver dynamic content and engaging user experiences for clients and company project ([Zenibyte Blog](#)).
- Implemented Redux, React Query to manage complex application state within React components, ensuring data consistency and a seamless user experience.

- **Configured** and **customized** Shopify and WooCommerce stores, integrating payment gateways (Stripe, PayPal), and tailoring **e-commerce solutions** to meet the specific needs of a variety of clients.
- **Designed** and implemented **robust MongoDB databases**, developing GraphQL APIs and Node.js/Express.js endpoints to provide flexible data access, developed custom business logic and data processing layers and support **dynamic features** for efficient React.js frontends.
- Handled **server-related minor operations** and managed application deployment processes on hosting platforms (AWS, GoDaddy), prioritizing streamlined workflows and resource optimization.
- Proactively identified and resolved **technical bottlenecks**, ensuring project completion within budget and exceeding client expectations.
- Collaborated effectively with **design and cross-functional teams**, guaranteeing seamless front-end and back-end integration and timely project delivery.
- Contributed to UI/UX design processes using **Adobe XD** and **Figma**, ensuring visually intuitive and user-friendly interfaces.
- Demonstrated strong **project management skills**, successfully planning, scheduling, and executing projects on time and within budget.
- Exhibited a **rapid learning curve**, mastering new technologies to consistently **innovate** and deliver exceptional results.
- Maintained a focus on **quality assurance**, conducting comprehensive testing to identify and resolve issues prior to deployment.
- Demonstrated exceptional **problem-solving abilities** and a results-oriented mindset
- Earned a reputation for delivering high-quality work, resulting in **positive client feedback** and **testimonials**.

Achievements:

- **Teamwork & Communication:** Collaborated with senior developers and designers for the successful delivery of a custom web application.
- **Continuous Learning:** Demonstrated initiative by completing an online course, reflecting a commitment to professional advancement. Applying acquired knowledge to build and enhance web applications.
- **Client Satisfaction:** Consistently earned positive client feedback and testimonials for delivering high-quality work on time and within budget.

Full Stack Developer

2020-2021

[Techmicra pvt. Ltd.](#)

Core Technical Proficiencies: PHP, Laravel, React.js, Node.js, HTML, CSS, jQuery, Firebase, JavaScript, MySQL, RESTful API Design

- **Collaborated** on the development and maintenance of web applications using PHP, Laravel, React.js, Node.js, MySQL, and RESTful API design, gaining hands-on experience in diverse full-stack technologies and ensuring a high level of **customer satisfaction**.
- **Contributed** to UI/UX enhancements, ensuring mobile responsiveness and user-friendly experiences across various web applications.
- **Provided** maintenance support for existing software projects, demonstrating adaptability and the ability to troubleshoot established codebases.

- **Leveraged** Firebase (authentication, database, storage) to implement user management features and data storage within existing web applications.
- **Initiated** custom login system development, expanding functionality and security for existing web applications.
- **Participated** in client requirement gathering sessions, actively listening to user needs and gaining valuable insight into the software development lifecycle.
- **Promoted** to senior position due to strong performance, quick learning and effective explaining skills, effectively mentoring final-year students in front-end technologies and PHP, achieving a 100% success rate in their project outcomes.
- **Designed** and **delivered** training modules for interns, covering both theoretical concepts and practical implementation skills, fostering a collaborative learning environment.
- **Continued** development responsibilities alongside training, demonstrating multitasking skills and a commitment to professional growth.

Achievements

- **Client-Focused:** Proactively participated in client requirement gathering, demonstrating an understanding of user needs, effective communication, and a focus on customer satisfaction.
- **Initiative:** Independently initiated the development of a custom login system, showcasing problem-solving and a drive to contribute beyond assigned tasks.

EDUCATION

Diploma of Engineering, Information Technology

2020

Gujarat Technical University, India

Advanced Diploma in Programming and Web Technologies

2023

Universe College, Montreal, Canada