

TECHNICAL SKILLS

- **Languages:**
 - **Proficient:** JavaScript, Python
 - **Experience:** TypeScript
- **Web technologies:** ReactJS, Next.js, Tailwind CSS, Bootstrap
- **Backend & Databases:** Node.js, PostgreSQL, NoSQL
- **Cloud computing:** AWS (Lambda)
- **Tools and Methodologies:** Git, Github, Agile Development, Data Structures & Algorithms, Jira, Intercom
- In-Depth knowledge of **REST APIs**
- Fluency in French and English to include strong written and verbal communication

EDUCATION

Advanced Diploma in Software Development and Network Engineering

2024

- **Key Coursework & Skills:** Full Stack Development (**JavaScript**, Java, Spring Boot, **CSS**, **HTML**), Database Administration (**MySQL**, **NoSQL**), Cloud Technologies (**AWS**), Advanced Networking.
- **Highlights:** Hands-on experience in full stack projects, **agile methodologies**, and system deployment.

EXPERIENCE

Bilingual Client Success Associate

2022 – Present

Entuitive Workforce Inc

Newmarket, ON, CA

- Resolved **6,000+ support tickets** and handled **5,500+ inbound/outbound calls**, consistently exceeding performance goals.
- Provided bilingual technical and account support, improving client satisfaction and retention.
- Collaborated closely with the technical team to identify, escalate, and document recurring system issues.
- Reduced resolution times for French inquiries by **80%**, enhancing efficiency.

PROJECTS

FitTrack Pro

- Designed and developed a comprehensive fitness tracking web application to help users achieve their health and fitness goals. It features user authentication, workout logging, progress tracking, AI generated meal and workout plans.
- **Tech stack:** Next.js, TypeScript, Tailwind CSS, Supabase (Authentication & Database), Zod, OpenAI API

AI Studio

- A modern web application that generates high-quality images using OpenAI's DALL-E API. this application allows users to create custom images from text prompts and interact with an AI chatbot.
- **Tech stack:** ReactJS, Tailwind CSS, Node.js, OpenAI API

EXTRACURRICULAR

Quantium Software Engineering Job Simulation on Forage

- Performed data analysis of the CSV sales file using Python.
- Developed an interactive Dash application that enabled the client to assess the impact of price changes on sales and profitability.
- Implemented a test suite to verify the Dash application is working and a bash script to automatically run the test suite.
- Developed an intuitive user interface to make the application enjoyable and engaging for the client to interact with.