

# Obada Erfan

## Software Developer

One year Software Developer experienced in full-stack web development and 2 years in software testing. Experienced in HTML, CSS, JavaScript, Node.js, React, React-Router-Dom, MongoDB, Google Firebase, OOP, MVC, and more. Recognized for quick learning abilities, adaptability, and a continuous drive for skill acquisition. Eager to leverage my technical skills and commitment to lifelong learning to create innovative solutions and projects. Excited for the opportunity to join talented teams and grow in a fast-paced environment.

## Work Experience:

### 1) Software Developer

January 2023 — Present

- **Developed and launched multiple websites** for local businesses, enhancing their online presence and customer engagement.
- **Collaborated with business owners** to understand their needs and translate them into functional website features.
- **Performed routine site maintenance**, ensuring websites remain up-to-date and secure.
- **Provided training and support** to business owners for managing and updating their websites.

### Recent Software Development Work:

[Sel's Vans](#) ← (demo account: Login Email: [selina@mail.com](mailto:selina@mail.com) , password: [p123](#))

- **Developed 'Sel's Vans'**, a van rental concept web application, showcasing a variety of van options categorized by type.
- **Implemented data management** using Google Firebase, ensuring real-time and efficient handling of van information.
- **Demonstrated proficiency** in HTML, CSS, React, and React-router-dom, adhering to industry-standard conventions for optimal user experience.
- **Leveraged Google Cloud Firestore** for database operations, enhancing the project's scalability and reliability.

[Full Stack Notes App](#) ← Site Demo

- **Note-Taking App:** Built an app with Google Firebase for data storage and sync.
- **React Concepts:** Used advanced React hooks and third-party packages.
- **Firebase Operations:** Mastered Firebase syntax for effective data management.
- **Optimized Requests:** Reduced Firebase requests using a debouncing technique.

[Nostos Restaurant](#) ← Site Demo

- **Developed a comprehensive website and e-menu** for Nostos, a local restaurant, modernizing their business operations and enhancing customer experience.
- **Implemented a QR code system** for the restaurant, eliminating the need for physical menus and facilitating a seamless dining experience for customers.
- **Boosted the restaurant's online presence**, with the website attracting an average of 4,000 to 12,000 visits per month as of June 2023.
- **Contributed to the restaurant's transition to digital operations**, resulting in increased business while reducing operational costs.

[Elite Cleaning Service](#) ← Site Demo

- **Designed and launched a professional website** for a startup cleaning company, effectively communicating their mission and services to potential clients.
- **Integrated a contact form** into the website, providing an easy and efficient method for potential clients to reach out to the company.
- **Attracted a steady stream of traffic** to the website, with 100 to 300 visitors per month, as of April 2023, contributing to an increase in the company's business since the site's launch.
- **Played a key role in the company's growth**, with the website serving as a crucial tool for attracting new clients and driving business expansion.

Personal Projects viewable at: [Github.com/ObadaE](https://github.com/ObadaE)

## CONTACT ([Clickable](#))

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[Github Profile](#)

[LinkedIn Profile](#)

[@ObadaErfanDev](#)

## Technical Skills

HTML

CSS

JavaScript

Git/Github

MongoDB

Google Firebase

Google Firestore

## Environments/ Frameworks

Node.js

React.js

React-Router-Dom

Express.js

## Soft Skills:

Teamwork

Communication

Problem-Solving

Adaptability

Attention to Detail

Time Management

## EDUCATION

### Concordia University

2019 – 2022

Urban Planning

## 2) Software Tester at Telus | Montreal, QC, Canada

[Reference available upon request](#)

Feb 2023 — Present

- **Application Testing & Defect Reporting:** Conduct thorough testing of software applications and document identified defects.
- **Root Cause Analysis & Improvement Recommendations:** Analyze defect causes and provide suggestions for application enhancements.
- **Test Documentation & Collaboration:** Maintain organized test documentation and collaborate with stakeholders on issues and improvements.
- **User Experience & Process Improvement:** Assess user experience, optimize workflows, and refine testing processes for efficiency.

## 3) Technical Support Specialist at Telus (SmartHome Security) | Montreal, QC

[Reference available upon request](#)

January 2021 — Present

- Contributed to saving the company at least \$800,000 in technician dispatch costs through effective problem-solving and customer education.
- Developed **deep product knowledge**, educated customers on system setup and usage, and stayed updated with the latest product features and updates.
- Provided **technical support** to customers, diagnosing, and resolving issues with their SmartHome Security systems.
- Maintained **detailed records** of customer interactions, including troubleshooting steps and resolutions.
- Collected **customer feedback** for product improvement and ensured service excellence.