Obada Erfan

LinkedIn | GitHub | Portfolio | ObadaErfanDev@Gmail.com | +1 (438) 998-8837

Employment

100Devs   **Montreal**
Software Developer - *Full Stack* (Work found in Portfolio/Github)   2022-

- Led the full-stack development of web applications for clients, utilizing a diverse technology stack including JavaScript (React, React-Router-Dom), HTML, CSS, Tailwind, Node.js, MongoDB and more.
- Demonstrated strong debugging skills by identifying and resolving technical issues within client applications, ensuring smooth functionality and a positive user experience.
- Streamlined application development processes through effective coding practices, resulting in improved performance and reduced maintenance overhead for clients, using continuous learning to update applications.
- Successfully launched and maintained web applications for clients, attracting significant user traffic and positively impacting their business operations
- Successfully launched and maintained web applications for clients, attracting significant user traffic; Examples:
  - **Pouletto**
    - Technologies: *Google Firestore database, Firebase for Authentication, React, React-router-dom, CSS, and HTML.*
    - Fullstack application that enhanced employee accountability and streamlined payroll operations by 15% for the restaurant.
  - **Adican Plumbing**
    - Bilingual website built with React, React-Router-Dom, and Tailwind, revolutionizing business operations and customer experience by establishing a robust online presence.
    - **Attracted** an average of 100-300 visits per month as of April 2024, significantly increasing business and reducing operation costs.

TELUS, SmartHome Security   **Montreal**
Tech Support, Software Testing, and Quality Assurance   2021-2024

- Leveraged strong analytical and problem-solving by diagnosing and troubleshooting complex technical issues faced by Telus SmartHome Security customers, providing efficient support via phone, email, or chat.
- Demonstrated deep product knowledge and continuous learning by maintaining a thorough understanding of the Telus SmartHome Security system, its features, and functionalities to accurately guide customers.
- Saved the company at least $800,000 in technical dispatch costs through proactive customer education and issue resolution. Also, Resolved 92% of customer issues within the first contact.
- Led application testing and defect reporting, collaborating with diverse stakeholders, including clients and the software development department, to optimize products and internal staff software.
- Utilized client feedback to contribute to the development of customer applications, enhancing user experience and process efficiency.
- Maintained well-organized documentation (issues, plans, cases, results) to ensure traceability and accountability.

Recent Software Projects

- **Seela, the AI Article Summarizer**
  - Developed using *React, Tailwind, Redux and "Article Extractor and Summarizer" API from RapidAPI.*
  - The app allows users to paste a link to get a concise summary of the site/article demonstrating strong understanding of AI and its practical applications.
- **Selia's Library**
  - Developed a full stack MERN application using *MongoDB, React, React-Router-Dom, Tailwind, CORS, Node.js*.
  - Allows users to *GET, POST, PUT and DELETE* books, demonstrating proficiency in MERN stack.
  - Features a simple yet elegant design *with snackbar notifications and 2 data displaying choices: tables or cards.*

SKILLS & INTERESTS

Languages: English, French, Arabic.

Technologies: HTML, CSS, JavaScript, React, GraphQL, Node.js, MongoDB, Google Firebase, Express.js, Tailwind, Github.

Technical Skills: API Integration, Full-Stack Dev., Responsive Web Design, Version Control, Database Management.

EDUCATION

Concordia University   **Montreal, QC, Canada**
Urban Planning