RAKESH PARMAR

FRONT-END WEB DEVELOPER

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WEB DEVELOPER PROFILE

I'm a Front-End Developer with 5+ years of experience within a customer service and patient care setting. Using my natural ability to communicate effectively, I was able to handle and resolve customer and patient concerns in a timely manner as well as build strong teamwork skills and rapport with colleagues. This also allowed me to develop and display my adaptability and problem solving skills and translate them into building accessible, responsive and engaging websites and apps.

TECHNICAL & SOFT SKILLS

- HTML5, CSS3, SCSS
- JavaScript Fundamentals
- Responsive Design
- Working with RESTful APIs and Firebase
- React (Hooks and Classes)
- Website Accessibility Requirements

- Version control & collaboration using Git and GitHub
- Paired programming & team-based development
- Project scope management
- Strong Communication
- Embracing Diversity
- Conflict Resolution

EMPLOYMENT HISTORY

Retail Support Specialist

Specialty Health Network   **May 2020 - September 2021**

- Liaised with Shoppers Drug Mart Associates and Pharmacy team members, patients, insurers and manufacturer programs to troubleshoot reimbursement, drug access, and inter-store transfer requests.
- Monitored incoming patient referral queue in Siebel CRM, actioned and processed referrals within 3 days.
- Managed incident reporting for Health Forward Reimbursement Program, successfully resolving incidents within 1 - 5 day(s) as prioritized based on high, medium and low priority.

Patient Support Representative

Medical Cannabis by Shoppers   **October 2019 - April 2020**

- Communicated with patients, both new and existing, in a diplomatic manner to provide product education and recommendations while also maintaining patient records in Ample Organics CMS.
- Successfully initiated the patient outbound campaign to reach out to newly approved patients and assist them with the start of their cannabis treatment process, successfully reducing the length of time between approval and first contact by 20%.
- Generated over $50,000 in sales revenue while also maintaining high call quality scores based on QA evaluation (Average Evaluation Score of 99.26 out of possible 100).
- Awarded Employee of the Month in March 2020.

EDUCATION & TRAINING

- **Juno College of Technology** - Web Development Bootcamp

- **Humber College** - Television Broadcasting/Videography

PROJECT WORK

- **BEACHSTAYS** - Multi-Page Layout Design Recreation
- **Event Finder** - API Project