

Anjali Devi

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PROFILE

Transitioning from technical support to web development, I bring 2 years of experience in troubleshooting and customer service, where I improved my communication, problem-solving, and critical thinking skills. Passionate about building seamless, responsive web applications, I excel at translating designs into user-centric solutions while collaborating with cross-functional teams. My technical support background equips me with a unique perspective on debugging and optimizing web pages for a superior user experience

TECHNICAL SKILLS

HTML, CSS, JavaScript, Node, React, Express, MySQL, GitHub, Agile Development, Heroku
Document Object Model(DOM),
Web API's, User Authentication

PERSONAL SKILLS

- Strong problem-solving skills, able to debug and resolve issues efficiently
- Highly motivated and self-driven, with a passion for continuous learning
- Adaptable to fast-changing environments and open to new tools and technologies
- Excellent collaboration and communication abilities
- Proactive in taking ownership of tasks and projects while ensuring deadlines are met

PROJECTS

Full-Stack Developer

Aug 2024, Project Management App

- Built a scalable project management platform using React, Sass, Node.js, and Express, with MySQL2 and Knex for database management, JWT for secure authentication, and DnD Kit for task organization. Focused on building a responsive, mobile-first design to ensure optimal user experience across devices

Full-Stack Developer

July 2024, OpenEditor

- Created OpenEditor for real-time collaborative document editing using React, Express, Socket.io, and Quill. Implemented pixel-perfect, responsive web pages with seamless user interaction, focusing on performance optimization

EDUCATION

BrainStation | Diploma, Software Engineering

Jun 2024 - Aug 2024, Winnipeg, MB

CompTIA | Certification, CompTIA A+

Mar 2024, Winnipeg, MB

Lambton College | Diploma, Computer Programming

Sept 2019 - Apr 2021, Toronto, ON

EXPERIENCE

Customer Service Advisor | Teksystems

Feb 2024 - May 2024, Winnipeg, MB

- Proactively addressed customer needs, consistently delivering high satisfaction through clear communication and effective solutions

Technical Support | Kelly Connect

July 2023 - Jan 2024, Winnipeg, MB

- Delivered exceptional technical support by diagnosing and solving technical issues, achieving high first-contact resolution rates

Technical Support Representative | IntouchCX

April 2022 - Mar 2023, Winnipeg, MB

- Delivered high-quality technical support, leading to a high resolution rate through organized, timely, and effective service

Full-Stack Developer Internship| Humming Payment Technologies

June 2021 - Mar 2022, Toronto, ON

- Collaborated with design teams using Figma to create wireframes and prototypes, ensuring seamless integration into responsive websites using React, HTML, CSS, and Tailwind CSS
- Delivered high-quality front-end web pages that adhered to web standards and best practice