

Anjali Devi

Open to relocate

anjalidevimehra@gmail.com

[LinkedIn](#)

[Portfolio](#)

[GitHub](#)

[Contact Number:- 4372478892](#)

PROFILE

With 2 years of experience in technical support, I am transitioning into IT, bringing a strong foundation in troubleshooting, problem-solving, and customer communication. Known for my curiosity and self-driven approach, I am passionate about building accessible, secure, user-focused applications and constantly exploring new technologies. I thrive in fast-paced, collaborative environments and enjoy breaking down complex challenges into practical solutions that enhance end-user experiences.

TECHNICAL SKILLS

HTML, CSS, JavaScript, Node, React, Express, MySQL, Version Control (Git), Agile Development, Document Object Model(DOM), Web API's, User Authentication, Postman

PERSONAL SKILLS

- Driven to learn emerging technologies
- Collaborative communicator with a problem-solving mindset
- Analytical thinker who thrives in dynamic, fast-paced settings
- Capable of working independently with a focus on delivering results
- Able to explain complex technical concepts in clear, user-friendly terms

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 Kanban boards. Implemented drag-and-drop functionality to move tasks between columns and allowed users to add, update, and manage tasks and projects

Full-Stack Developer

July 2024, OpenEditor

Developed OpenEditor, a real-time collaborative document editing platform using React, Express, Socket.io, and Quill. Focused on user experience, data persistence, and seamless live interaction, enabling simultaneous document editing and updates

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 | Sutherland

Nov 2024 - Present, Winnipeg, MB

- Solved complex issues while maintaining clear communication and delivering proactive support, resulting in high user satisfaction

Technical Support | Kelly Connect

July 2023 - Jan 2024, Winnipeg, MB

- Resolved over 25 customer inquiries per day through methodical troubleshooting, delivering consistent solutions under pressure

Technical Support Representative | IntouchCX

April 2022 - Mar 2023, Winnipeg, MB

- Provided structured technical support with a clear focus on security protocols and user safety, earning an 88%+ satisfaction score

Full-Stack Developer Internship | Humming Payment Technologies

June 2021 - Mar 2022, Toronto, ON

- Developed front-end side of websites with React, Tailwind CSS, and HTML
- Created interactive prototypes and wireframes using Figma, enhancing collaboration between teams and streamlining the design process for faster feature implementation