

DURGADEVI BASKARAN

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LinkedIn- [linkedin.com/in/durgadevi-baskaran-202779245](https://www.linkedin.com/in/durgadevi-baskaran-202779245)

Bilingual Junior web developer with a passion for building seamless digital experiences in two languages

PROFESSIONAL SUMMARY

Motivated junior web developer looking for a role as full-stack web developer. Passionate about building first-class web applications. Developed an e-commerce backend application, Weather app, employee tracker while at University of New Brunswick. Relevant skills include Database, Debugging, and more. Strong multitasking skills and fast learning ability.

PROJECTS

Bangé

Front-end design

- This project has been developed to allow users to search for their preferred recipes and movies simultaneously.
- The project successfully enables users to search for recipes and provides information about movies, including their genre, name, poster, and a short description. The application utilizes two APIs to display data for both the recipe and movie searches.

SleepyHead

Back-end

- The purpose of the project is to enable the user to input their sleep information and view the data in graph format for the last 5 days.
- This application enables users to log in and enter their sleep information. The application retrieves the data from a MYSQL database and passes the values to the Chart JS Library to provide a graphical representation.

PROFESSIONAL WORK EXPERIENCE

Bilingual Customer Support Associate, SITEL
Saint John, NB, Canada

July 2019 to 2022

- Assist customers with different background / levels with their warranty/ inquires and questions, resolve customer's issues, recommend product based on their needs and ease customer's concerns through active listening, effective probing, and provide appropriate resolution.
- Works with multiple teams to verify inspection reports and produce tailored offers to the customer.
- Trusted to lead and optimize quality assurance practices and consistently meet targets through effective training and coaching.

Bilingual PROCESS EXPERT IN LOGISTICS, Maersk Global Service Centre
India

Aug 2018 to April 2019

- Planned and coordinated with respective marine and logistic personnel for availability and timely turnaround of vessel including berthing if required, discharging, loading, bunkering and related vessel activities.
- Liaise with vendors/contractors regarding items to be loaded on and returned from offshore. Monitored status of deliveries at loading port.
- Worked with both domestic and foreign customs agents, creating customs documents as required.
- Oversee, execute, and complete material acquisition for both government and Academy accountable materials and equipment aboard the vessel.
- Extensive knowledge in shipboard terminology
- Played an integral role in creating new automated method for property tracking procedures to increase accuracy and accountability.
- Led smaller teams in developing effective stocking and inventory-management systems to minimize loss and maximize performance.
- Assured proper authorization for all shipments; oversaw tracking and monitored cross border transportation activities

Bilingual Sales Representative, Bell Canada SITEL, India

Feb 2014 to June 2018

- Took inbound customer service and sales calls on Bell Canada Campaign.
- Collected information about client needs and offered services designed to meet their needs.
- Assisted clients to resolve issues with their services and invoices through product knowledge.
- Consistently met and exceeded the KPI (Key Performance Indicator) metrics such as customer service satisfaction (C-Sat), Quality and sales Target
- Addressing and discussing issues and proposed solutions with superiors.
- Documenting quality assurance activities and creating audit reports.
- Making recommendations for improvement.

EDUCATION

Full stack web developer, University of New Brunswick (Boot camp)
Saint-john, NB

2023

Bachelor of Technology in IT, Sri Manakula Vinayagar Engineering College
Pondicherry, India

2010 to 2014

12th Grade Completion, Immaculate Heart of Mary's Girls Higher
Secondary School

2010

High School Diploma, Immaculate Heart of Mary's Girls Higher
Secondary School

2008