RESUME OF FARZANA AKTER HAPPY

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QUALIFICATIONS SUMMARY

As a devoted student pursuing an Advanced Diploma in Software Engineering Technology and Applied Science at Centennial College in Toronto, ON, I am scheduled to graduate in 2025. With a solid foundation in software engineering principles, I am prepared to contribute effectively to the tech industry following the conclusion of my program. My scholastic career has provided me with extensive understanding in areas such as programming, data structures, algorithms, and software design. I honed my skills to analyze complicated challenges and generate new solutions through hands-on projects and courses. My enthusiasm for technology, combined with my dedication to learning, guarantees that I am well-prepared to flourish in a dynamic and ever-changing sector.

QUALIFICATIONS SUMMARY

- Proficient in HTML, CSS, JavaScript, and responsive design.
- Skilled in OOP, coding, debugging, and systematic problem-solving.
- Experienced in UNIX-like systems, file management, and network configuration.
- Proficient in data manipulation, serialization, and utilizing collections.
- Familiar with collaborative coding using version control systems.
- Skilled in JavaScript, DOM manipulation, validation, and Ajax.

PROFESSIONAL EXPERIENCE

Customer Care Representative (Customer Service)   **September 2022 to November 2022**

Randstad Canada – 777 rue Bay, bureau 2000, POB 128, Toronto, ON, M5G2C8
Client Partner: Alight Solutions Canada Holdings N.S.ULC.

- Handled 25+ calls daily for annual enrollment of Health and welfare benefits of HP Inc. and US Bank employees.
- Managed the overall Health and welfare coverage enrollment process online using Citrix Application, CS Pro, and Genesys Cloud software.
- Troubleshot online enrollment processes for employees.

Manager (HR & Admin)   **August 2017 to July 2022**

BD Finance Securities Limited (BD Securities) – 64 Motijheel, Dhaka – 1000, Bangladesh.

- Managed overall recruitment and selection process.
- Monitored employee engagement and orientation programs.
- Conducted training and development programs.
- Created and published job ads in various portals
- Screened resumes and job applications (CV shorting)
- Maintained track records for manpower planning.
- Used HRIS software and documentation for employee database.
- Hosted job fairs to bring local talent for long term and seasonal positions.

- Communicated with employees to ensure organizational understanding and facilitate conflict resolution.
- Overcame candidates' objections to company packages and convinced them.

EDUCATION & TRAINING

Software Engineering Technology and Applied Science: Advanced Diploma, expected to graduate in 2025.
Centennial College –Toronto, ON

- HTML, CSS, JavaScript, and responsive design comprise web development.
- OOP, inheritance, composition, and polymorphism are programming paradigms.
- Modern design standards like HTML, CSS, and server-side scripting.
- Linux: file management, network configuration, and shell scripting.
- Strings, arrays, serialisation, and storage techniques for manipulating data.
- User Interaction: Client-side validation, JavaScript, fluid design.
- Web app enhancement: JavaScript libraries, dynamic updates.

Masters in Business Administration (MBA): Human Resource Management
Bachelor in Business Administration (BBA): Finance
United International University – *Dhaka*, Bangladesh