

Fahima Chowdhury

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OBJECTIVE:

To apply for the position of Full Stack Developer Intern in Borowell and use my education, skills and experience to deliver quality service to the organization and its clientele

HIGHLIGHTS OF QUALIFICATIONS:

- Studying Computer Programmer Analyst Program at George Brown College
- Successfully completed 4 group projects and 4 individual projects as part of courses
- Developed effective communication and customers relations skills gained in a receptionist role over a 4 years period resolving over 80% customer complaints
- Worked 3 years in fast paced high pressure customer service sector, developing my ability to work under pressure and perform in teams

TECHNICAL SKILLS:

- Good knowledge of C#, Java and Python
- Efficient in database development and constructing complex queries in SQL
- Experienced in HTML, CSS, php, JavaScript and ASP.NET including front-end frameworks such as Laravel

EDUCATION:

Computer Programmer Analyst

Graduating in April 2021

George Brown College, Toronto, Ontario

- Completed C#, Java, Python and Machine Learning course.
- Completed individual and team projects as part of courses

EXPERIENCE:

Customer Service Representative

February 2018 - Present

Cheesecake Factory, Toronto, Ontario

- Ensured all guests received a warm welcome at the register and thanks for their patronage
- Distinguished as the store's first associate to win "Employee of the Month" within 6 weeks of joining
- Honored with integrity award for using downtime to organize work area support co-workers
- Provide quality service to more than 75 guests per night on multiple occasions (average 55)
- Achieved 90% customer satisfaction score on average

Receptionist

March 2016 to February 2018

Benchmark Hospitality at Deloitte, Toronto, Ontario

- Handled customer communications, complaints and grievances with an overall customer satisfaction score of over 95%
- Participated in 3-month "Customer Care" training on handling customer complaints and grievances
- Developed customer trust by actively listening to their concerns and giving appropriate feedback
- Greeting and welcoming guests and providing them with a positive first impression of the organization
- Demonstrated proficiencies in telephone and front-desk reception within a high volume environment. Calm upset/angry customers, researched and rapidly solved problems
- Ability to manage multiple tasks and handle work under pressure situations

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Customer Service Associate

January 2014 to March 2016

Tim Horton's, Toronto, Ontario

- Consistently provided professional customer service and heartfelt hospitality with clear communication and positivity in fast pace and high pressure environment
- Helped meet weekly team challenges with dedicated service and coordination with co-workers and management
- Supported in keeping the workplace environment safe and clean for the co-workers
- Consistently provided friendly guest service and heartfelt hospitality. Operated

VOLUNTEER EXPERIENCE:

- Volunteered to garner support in cash and kind for SickKids, Hospital for Children, through store to store campaign in June 2017
- Participated in Manulife Ride for Heart to support people with heart issues in June 2018

HOBBIES/INTERESTS:

- Photography
- Video games