Faiyaaz Haque

faiyaaz.haque90@gmail.com | linkedin.com/in/faiyaaz-haque/ | https://github.com/FaiyaazHawk|
www.faiyaaz.ca

EDUCATION

University of Toronto Toronto, ON
Honours Bachelor of Science, Double Major in Cell and Systems Biology/Health and Disease

EXPERIENCE

Chargeback Specialist Nov 2018 – Present
Bank of Montreal *Mississauga, ON*
- Handling customer inquiries in filing chargebacks while meeting service level agreements.
- Using multiple bank applications to determine the nature of transactions and assess validity of fraud claims.
- Applying chargeback guidelines along with regulatory requirements to each inquiry.

Credit Cards Customer Support Associate Nov. 2017 – Nov 2018
Bank of Montreal *Mississauga, ON*
- Handled high-volume inbound customer calls while exceeding NPS expectations
- Resolved customer concerns in a timely manner.
- Used multiple bank system applications to find resolution.
- Answered inquiries regarding interest, transactions and security.
- Used authorized discretion to determine fee/interest waiver.

PROJECTS (LINKS TO ALL ON FAIYAAZ.CA)

Vita-Store | *Node.js, Express.js, Mongoose, MongoDb, Pug, Git*
- Simple Playstation Vita Game inventory app.
- Developed a CRUD application using Express.js serving as the backend using Pug as the template engine
- Implemented MongoDb storage using Mongoose

Store with Cart | *React, React-Router, React-Bootstrap, Git*
- Simple E-commerce site with a basic cart.
- Popululated Store using fakestoreapi.com via useEffect(fetch)

Memory Game | *React, Git*
- Simple game of recollection generated with Create React App
- Used to learn React Hooks and Functional Components

Tic-Tac-Toe | *JavaScript, HTML5, CSS3, Git*
- Two-player Tic-Tac-Toe game
- Used eventListeners and IIFEs to run the game

TECHNICAL SKILLS

Languages: Ruby, JavaScript, HTML5/CSS3, Python, C++, SQL,
Frameworks: Node.js, Express.js, Mongoose
Developer Tools: Git, Google Developer Tools, VS Code, Linux, Webpack
Libraries: React, Pug, Bootstrap