Faiyaaz Haque

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ABOUT ME

A self-taught developer who loves using code to solve problems. Eager to learn more and tackle new challenges

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*

- Handled customer inquiries in filing chargebacks while meeting service level agreements and achieving 124% annual customer satisfaction metrics
- Used multiple bank applications to determine the nature of transactions and assessed validity of fraud and chargeback claims.
- Applied chargeback guidelines provided by Mastercard WorldWide 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 annual Net Promoter Score expectations
- Answered inquiries from customers regarding interest, transactions and security.
- Used authorized discretion to determine fee/interest waiver for customers.

PROJECTS (LINKS TO ALL PROJECTS ON FAIYAAZ.CA)

Ani-Next | *React, React-Router, TypeScript, Git*

- Developed an anime-streaming frontend capable of content-searching and video-playback without serving ads
- Utilized the Consumet API to get all the data using Axios.
- Managed the page routes using React-Router and version controlled the project using Git.

Message Board | *Node.js, Express.js, Passport.js, Mongoose, MongoDB, Pug, Git*

- Built a message board capable of multiple user logins and message posting
- Used Node.js and Express.js to create the back-end and served the front-end using Pug
- For authentication purposes, implemented Passport.js and connected to MongoDB using Mongoose

Game Inventory | *Node.js, Express.js, Mongoose, MongoDB, Pug, Git*

- Created a video game collection tracker capable of tracking game titles, developers and genres
- Developed a CRUD application using Express.js serving as the back end and using Pug to serve the front-end
- For data storage ,implemented MongoDB and connected to database using Mongoose

Store with Cart | *React, React-Router, React-Bootstrap, Git*

- Developed an E-commerce site using React and delivered client side routing using React-Router
- Populated the store page using fakestoreapi.com for users to peruse the items available for purchase
- Styled the single page app using React-Bootstrap and version controlled the development using Git

TECHNICAL SKILLS

Languages: JavaScript, HTML5/CSS3, TypeScript, Ruby, Python, SQL
Frameworks: Node.js, Express.js, Mongoose
Developer Tools: Github, Google Developer Tools, VS Code, Linux, Webpack, Vercel, Railways
Libraries: React.js, Pug, Bootstrap