

# Faiyaaz Fatir Haque

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<https://github.com/FaiyaazHawk>

[LinkedIn Profile](#)

Mississauga, ON L5V1V7

[faiyaaz.haque90@gmail.com](mailto:faiyaaz.haque90@gmail.com)

Website: in progress

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## Education

**University of Toronto / Honours B.Sc**

Double Major in Cell and Systems Biology/Health and Disease

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## Technical Skills

React, HTML5, CSS3, JavaScript, Git, SQL, Ruby, Python, Webpack, Linux, VSCode, Google DevTools, Github.

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## Projects

### Store with Cart

<http://react-shopping-cart-3hjk.vercel.app/>

Basic Store with a Cart. Focus was on learning React and Bootstrap. Version controlled with Git.

### Memory Game

<https://react-memory-game-eta.vercel.app/>

Card picking memory game created using React. Focus on learning composition and useState. Version controlled with Git.

### Object Oriented Development

Projects such as [Chess](#), [Hangman](#), [Mastermind](#) written in Ruby using OOP principles. Version-controlled using Git

### Tic-Tac-Toe

<https://faiyaazhawk.github.io/javascript-tictactoe/>

2-Player playable game on a static page using Javascript, HTML, CSS. Version-controlled using Git.

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## Experience

Bank of Montreal  
Disputes Specialist

May 2018-Present

- 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.

Bank of Montreal  
Credit cards, Customer Service

August 2017-May 2018

- Handled high-volume inbound customer calls.
- Resolve customer concerns in a timely manner.
- Use multiple bank system applications to find resolution.
- Answer inquiries regarding interest, transactions, security.
- Use personal discretion to determine fee/interest waiver.

Walmart Canada  
Associate (Electronics Dept.)

November 2014 - August 2017

- Assist customers with technical product information.
- Perform high volume cash and debit/credit transactions.
- Process orders for in-store online delivery programs.
- Maintain shelf inventory levels.

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## About Me

I've decided to leap into my love of technology and become a software developer. To this, I bring my technical skills, creativity and problem solving skills.