Faiyaaz Haque

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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
- Resolved customer concerns in a timely manner.
- Used multiple bank system applications and service experience to find resolutions to any customer service level issues.
- 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)

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

Memory Game | *React, Git*
- Created a simple game of recollection where the objective is to select unique photos each time the deck is shuffled
- Utilized the project to learn React Hooks and Functional Components

TECHNICAL SKILLS

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