

# Faiyaaz Haque

[faiyaaz.haque90@gmail.com](mailto:faiyaaz.haque90@gmail.com) | [linkedin.com/in/faiyaaz-haque/](https://www.linkedin.com/in/faiyaaz-haque/) | [github.com/FaiyaazHawk](https://github.com/FaiyaazHawk) | [www.faiyaaz.ca](http://www.faiyaaz.ca)

## TECHNICAL SKILLS

---

**Working Knowledge:** JavaScript, HTML5/CSS3, Ruby, React.js, Node.js, Express.js, Git, Github, Chrome Developer Tools, VS Code, Linux (Ubuntu),

**Exposed to:** Rspec, Jest, Mongoose, MongoDB, SQL, TypeScript, Python, C++, Webpack, Pug, Bootstrap, Docker, AWS

## EDUCATION

---

**University of Toronto**

2013-2017

*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 extensive customer inquiries in filing chargebacks while meeting service level agreements and achieving 124% annual customer satisfaction metrics(NPS)
- Guiding clients through the complex process of chargebacks by breaking it down and simplifying the requirements.
- Using multiple proprietary applications to decipher the nature of transactions and to understand the narrative of the chargeback scenario that the client is bringing forth in each interaction.

## PROJECTS

---

Ani-Next | [Demo](#), [Source](#) | *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 | [Demo](#), [Source](#) | *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 | [Demo](#) [Source](#) | *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 | [Demo](#) [Source](#) | *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