

# Faiyaaz Haque

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## TECHNICAL SKILLS

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**Working Knowledge:** JavaScript, HTML, CSS, Python, Ruby, React.js, Node.js, Express.js, Git, Github, VS Code, Linux(Xubuntu), AWS, EC2, RDS, Postgres

**Exposed to:** Rspec, Jest, Mongoose, MongoDB, SQL, Flask, TypeScript, Webpack, Pug, Bootstrap, Docker, Lambda, Next.js

## EDUCATION

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**University of Toronto**

2013-2017

*Honours Bachelor of Science, Double Major in Cell and Systems Biology/Health and Disease*

## EXPERIENCE

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**Full Stack Software Engineer - Contract**

Mar 2023 – Present

*multiplAI (stealth startup)*

*Remote - Toronto, ON*

Skills: Python, AWS, EC2, Lambda, RDS, Postgres, SQL, Typescript, React, Flask

- Engineering member of an innovative job application web app that offers personalized job matches. It leverages a Chrome plugin and scraping to populate the jobs pool and utilizes AI/ML to provide comparison scores and serves the best fitting jobs to the user based on their user profile. It saves on average 1.5 hrs a day for the job search
- Designed and built matching engine in Python using an open source NLP library (Spacy) to provide a personalized similarity score between a user's resume and a job description. Deployed the matching engine on EC2 to run automatically at regular intervals to populate model scores of new jobs.
- Refactored the code base following OOP principles to improve code cleanliness and to increase developer productivity by over 40% compared to our initial MVP product.
- Designed and built scalable database schemas with Postgres, on top of AWS RDS, allowing us to quickly iterate and build new product features without breaking changes to the schema.
- As part of the Backend/ML team, took part in weekly sprints, bi-weekly product updates, cross-team demo meetings, ticket scoping and retrospectives. Collaborated closely with the CTO and fellow engineers in cross-team meetings to proactively remove blockers and forecast bottlenecks allowing for rapid deployment and iteration.
- Helped code review various other aspects of the product such as the web-scraping spiders (Scrapy) as well as the backend RESTful endpoints deployed on AWS Lambda with AWS API gateway, written in Flask

**Chargeback Specialist - Full-time**

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 and assisting them in the filing of chargebacks.
- Using multiple business 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.
- Took the initiative to help improve standard processes and help find efficiencies and upgrades
- Helped train new employees to the department and helped guide them to find success within the department and beyond

## PROJECTS

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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 and managed the page routes using React-Router.

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
- \* (summarize these two bullets into one line) 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