

FARGANA KHILJIA RAFIQUE

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QUALITY ASSURANCE ASSISTANT

Software Design | Database Modelling | Webpage Design with html and CSS

SUMMARY OF QUALIFICATIONS

- Enrolled in Software Engineering Technology Program at Centennial College
- Excellent problem solver which helped me developing software that met client requirements
- Familiar with C#, Methodology, JavaScript, PL/SQL, HTML5, CSS, Unix/Linux, Windows form application
- Strong competence for software and web development and proven ability to deliver customer-centric goals
- Proficient in object-oriented software design, user-oriented interface design, algorithm concepts, and data management tools
- Proficient in handling various software and MS Office including Word, Excel, PowerPoint, Project, Visio, Visual Paradigm, and Outlook
- Strong communication, analytical and organizational skills, multiple language

EDUCATION

Software Engineering Technology (Co-op), Advanced Diploma
Centennial College, Toronto, ON

Sept 2019 - Present
Expected graduation 2022

- Cumulative GPA: 4.120/4.5

Academic Projects

- Developed a website for a Realtor Agent and Restaurant using HTML5, CSS, dynamic web template on Microsoft Expression Web, and JavaScript
- Developed a software program for BMI (Body Mass Index) calculator using .Net Language and Windows form application that allowed accepting and editing inputs, compiling information, and debugging
- Designed and developed ER diagram, assigned cardinality, and data normalization for a Medical Center Database

Relevant Courses

Introduction to C#	Software Engineering Methodology	Web Interface Design
Introduction to Database	Advanced Database Concept	Object Oriented Software Engineering

Bachelor in Social Science (Sociology)
University of Dhaka, Bangladesh

Jan 2001 - Nov 2006

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PROFESSIONAL EXPERIENCE

Customer Service Representative

Apr 2013 – Jun 2014

Tim Hortons, Toronto

Jan 2012 – Sep 2012

- Provided excellent customer service by making fast and efficient food preparations and taking orders
- Efficiently handled customer query, complaint by providing fair resolution
- Consistently demonstrated excellent time management skills in high paced environment

Customer Service Representative

Jun 2013 – Feb 2014

Toronto Transport Corporation (TTC)

- Demonstrated excellent customer service skills by providing unique solutions to customers inquiries using proper system
- Escalated critical issues to the proper unit which needs attention

Volunteer (After School Program)

Jan 2012 – Jun 2012

Crescent Town Public School, Toronto

- Helped kids in studies one to one
- Coordinated kids in indoor and outdoor activities
- Provided positive feedback and friendly communication to parents about student progress

Secondary School Teacher

Jul 2008 – Jul 2011

St. Joseph Higher Secondary School, Dhaka, Bangladesh

- Taught high school students of grade 8 to grade 10
- Coordinated different types of clubs like the cultural club, chess club, language club, debate club, etc.
- Organized programs like inter-school debate, annual sports, math competition, etc.

COMMUNITY INVOLVEMENT

West Scarborough Neighborhood Community Centre

Aug 2016 – Present

- Participate in community events like fair, excursion, and kids activities.