

# Farhana Aktar | Software Engineer

London, UK | E14 7FE | [farhanaaktar@live.co.uk](mailto:farhanaaktar@live.co.uk) | [GitHub](#) | [LinkedIn](#)

## TECHNICAL SKILLS

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**Front End:** JavaScript, React.js, Redux, Hooks, Context API, Axios, Jest, Yup, HTML, CSS, Tailwind

**Back End:** GitHub, Git CLI, GitHub, Node.js, Express, SQL, Vercel, VS Code, Firebase, API, OpenAI,

**Additional:** Agile Project Management, Algorithms, Architecture, Debugging, Deployment

## PROJECTS

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**Note X Chrome Extension, Full Stack Developer – 2024** [GitHub](#) | [Website](#)

- Developed a Chrome extension from the ground up, including design, development, and deployment, to enhance user productivity and streamline workflows
- Built a custom Chrome extension using React, focusing on creating an intuitive note-taking experience with multiple sections, link management, and a toggleable dark mode.
- Implemented state management using useReducer to handle complex user interactions and improve performance.
- Designed a feature for downloading notes as a text file, ensuring a seamless user experience across sessions with local Storage.
- Utilized FontAwesome for icons, validator.js for input validation, and Blob API for file handling.

## EXPERIENCE

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**Code Shock LLC, Remote – AI Software Engineer (no code) – 2024 - 3 Months (temp)**

- Developed and automated an Employee Sign In and Out system, enhancing time tracking accuracy and efficiency.
- Streamlined workflow and social media management for MagicPrep, saving approximately 20 hours per week.
- Implemented automated email notifications for enhanced communication and workflow efficiency.
- Automated invoice generation and payment processing to improve financial operations.
- Leveraged OpenAI technologies to enhance automation capabilities and improve task efficiency

**Amazon – Trainer(L3) - September 2021- October 2023**

- Delivered classroom/virtual training for third-party delivery service partners
- Achieved first-time delivery success by conducting re-training and performance reviews.
- Re-trained veteran drivers to improve performance and driver behaviour
- Managed weekly meetings with partners to review performance metrics and enhance training processes
- Reviewed feedback scores and weekly metrics to make improvements
- Bar raiser - Created presentation for DEI to bring awareness to leaderships.

- Bar raiser - Supported 8 amazon employees on new career path and followed up on progress
- Resolved on road issue by supporting FQA

**Amazon** – *Delivery Station Liaison (Customer Service) (L2)* - January 2020 – September 2021

- Provide localized in-station customer service to enable a real-time, hands-on investigation of where a package is and how Amazon can get it to a customer as quickly as possible.
- Top performer hitting an average of 20% above the team target consistently
- Solved 100% of negative customer experience in the region due to changes
- Conflict resolution to provide the most efficient solution.
- Problem-solving to arrange appropriate solutions to suit customers' needs.
- Worked independently, making complex investigation decisions with little to no guidance.
- Saved an average of £4160 for the station by finding alternative ways to get a parcel delivered.
- First DSL to be invited to Gemba walk with CSA to help evolve the programme – Improved operational efficiency by reducing incorrect transfer rates by 30%
- Became a DSL Champion to bring new ideas to the EU Gemba for positive changes
- Acted as Backend Proxy to lead team calls and support management with a team of 10-12

## EDUCATION

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<b>BloomTech</b> Graduate of the Full Stack Web Development Program	2024 - Present
<b>Amazon Careers Choice</b> Web/Software Developer	2022-2023

**Newham College** A Level statistics and Citizenship  
**Central Foundation Girls School** GCSE 9 A-C Including Math, Science, English

## HOBBIES AND INTERESTS:

I am a multipotentialite and a potential polymath who enjoys learning multiple skills to enjoy many hobbies and combine them for unique experiences. This includes photography, editing, reading, and building skills in receptive multilingualism.