

Fayyaz Shaikh

Full Stack Developer/Trainer

Motivated Customer Care Advisor with a BCA, now focused on transitioning into a Full-stack Developer role. Passionate about using front-end and back-end skills to drive innovative projects and enhance user experiences.

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EDUCATION

BCA

Chandigarh University

06/2021 - Present

HSC

K.P.B Hinduja College Of Commerce

03/2016 - 06/2018

Mumbai

WORK EXPERIENCE

Associate-Ops

WNS Global Services

04/2021 - 07/2022

Achievements/Tasks

- Analyzed and verified Virgin Atlantic customers' emails and issues, and tagged cases using Microsoft Dynamics 365.
- Managed resolution and compensation for Virgin Atlantic passengers affected by flight disruptions, including processing payments in various international currencies.
- Provided compensation and apologies to Virgin Atlantic passengers for onboard issues, ensuring customer satisfaction.
- Maintained detailed records of all emails processed and productivity metrics using MS Excel.
- Communicated with clients via MS Outlook, ensuring clear and professional interactions.
- Consistently awarded as Best Performer for exceptional work and dedication.

Teamlease Employee

WNS Global Services

03/2020 - 04/2021

Achievements/Tasks

- Same As Above

Neem Trainee

WNS Global Services

03/2019 - 03/2020

Achievements/Tasks

- Same As Above

SKILLS

HTML

CSS

Javascript

C

C++

C#

Git

MongoDB

ExpressJS

React.js

Node.js

PERSONAL PROJECTS

Amazon Prime Video Clone (08/2024 - 08/2024)

- **Amazon Prime Video Clone:** Developed a clone of the Amazon Prime Video homepage using only HTML and CSS. Successfully replicated the design and layout to closely mirror the original site, demonstrating strong front-end development skills and attention to detail. (**Github link** - <https://github.com/FyzShk/Amazon-Prime-Video-Clone.git>)

CERTIFICATES

Train the Trainer (LinkedIn) (09/2021)

Teaching Online: Synchronous Classes (LinkedIn) (09/2021)

Speaking Confidently and Effectively (LinkedIn) (09/2021)

PowerPoint: Animating Text and Objects for Beginners (LinkedIn) (10/2021)

Introduction to Graphic Design: Photoshop (LinkedIn) (10/2021)

LANGUAGES

English

Professional Working Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Traveling

Gaming

New Technologies

Web Development