

Harris Bandukda

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Objective

Motivated and detail-oriented software developer with a strong foundation in computer programming and analysis. Offering extensive expertise in front-end and back-end development, blockchain technology, and game development. Seeking to leverage my technical skills and leadership experience to contribute effectively to a dynamic team in a progressive organization.

Highlights Of Qualifications

- Extensive programming knowledge with a solid foundation in JavaScript, node.js, and JSON, applied in various projects throughout my tenure at Fusion BPO
- Proficient in front-end and back-end development tasks, with proficiency in languages such as JavaScript, C#, and Python.
- Capable of delivering well-tested, secure, and efficient code in line with blockchain architectural design patterns.
- Expertise in front-end and back-end web development, creating responsive and accessible web layouts using HTML/CSS, and managing databases with MSSQL.
- Experienced in managing and configuring Linux servers, ensuring system maintenance and security protocols are up to date.

Technical Skills

- **Solidity:** Smart contract development and deployment on Ethereum network.
- **JavaScript & Node.js:** Front-end and back-end development for web applications.
- **C#, C++ & Python:** Versatile programming languages for diverse software solutions.
- **HTML/CSS:** Expertise in creating responsive and accessible web layouts, with a strong understanding of web standards and semantic markup.
- **MSSQL:** Skilled in using Microsoft SQL Server for database management, stored procedures, and transactional operations
- **Smart Contracts:** Writing, testing, and deploying contracts with Truffle and Remix.
- **Ethereum Platforms:** DApp development, token creation, and implementing ERC standards.
- **Linux Administration:** Skilled in managing and configuring Linux servers, with proficiency in system maintenance and security protocols.
- **Unity Engine:** Game development with an understanding of interactive digital media.
- **Unreal Engine:** Proficiency in creating real-time experiences and simulations.
- **Adobe Creative Suite:** Graphics and web design expertise.

Education

Bachelor Science: Computer Programming and Analysis

07/2020 – 07/2024

George Brown College, Toronto

- Developed a cross-platform GUI application using Python, emphasizing object-oriented programming principles and efficient expense tracking algorithms.
- Constructed a robust portfolio website leveraging HTML5, CSS3, and PHP, integrating a MySQL relational database management system for dynamic web content like a Learning Management System (LMS).
- Developed a full-stack ASP.NET MVC web application for project management, utilizing Entity Framework for ORM and agile development methodologies to deliver a product comparable to Asana's workflow solutions.
- Engineered a Java-based GUI for flight management, applying principles of software engineering and user interface design.
- Developed a Windows Forms application for a point-of-sale system, showcasing the ability to integrate user interfaces with data processing systems.
- Programmed a 'Connect Four' game with adversarial AI logic in Java, utilizing advanced data structures and heuristic analysis for gameplay optimization.

Experience

TEAM LEAD - 11/2022 to Present

Fusion BPO – Montreal, Quebec

- Created detailed project plans outlining goals, timelines, resources, and budgets to ensure alignment with company objectives.
- Participated actively in company-wide projects aimed at refining policies or introducing new customer service initiatives.
- Enhanced overall team performance by providing regular coaching, feedback, and skill development opportunities.
- Collaborating with other departments leads to streamlining workflows, improving interdepartmental coordination, and achieving business goals collectively.

CUSTOMER SERVICE AGENT - 10/2019 to 09/2022

Fusion BPO – Montreal, Quebec

- Assisted customers with inquiries and issues, actively listening to their concerns and capturing feedback to enhance service quality.
- Achieved high customer engagement and satisfaction rates through attentive service and effective problem-solving.
- Addressed and resolved product or service-related issues, contributing to customer retention, and driving sales growth.
- Earned a promotion to Team Lead within a year in recognition of exceptional leadership potential and customer service excellence.

CASHIER - 03/2017 to 09/2019

Adonis Griffintown – Montreal, Quebec

- Engaged with customers to understand their needs, providing personalized service and fostering a welcoming store environment.
- Implemented grocery management strategies, including a Just-In-Time (JIT) method to address critical stock situations effectively.
- Assisted customers with purchases, efficiently guiding them to locate items and facilitating enrollment in loyalty reward programs.