

Harris Bandukda

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Objective

Motivated and detail-oriented professional with a strong foundation in customer service and software development. Offering extensive expertise in front-end and back-end development, with a focus on practical technical support, troubleshooting, and user-focused problem-solving. Seeking to leverage my technical and communication skills to contribute effectively to a dynamic team in a progressive organization.

Highlights Of Qualifications

- Proficient in front-end and back-end development tasks, with hands-on experience in Java, Python, JavaScript, and SQL.
- Skilled in using popular JavaScript libraries and frameworks to build dynamic, responsive web applications.
- Expertise in front-end and back-end web development, creating responsive and accessible web layouts using HTML/CSS, and managing databases with MSSQL and PostgreSQL.
- Experienced in configuring and maintaining Linux servers and providing reliable user support in both remote and on-site environments.
- Proven customer service skills with a strong ability to resolve issues, enhance service quality, and drive customer satisfaction.

Technical Skills

- **Java, Python & SQL:** Proficient in versatile programming languages for diverse software and database solutions.
- **JavaScript, React.js & Node.js:** Front-end and back-end development for dynamic and responsive web applications using popular libraries and frameworks.
- **C#, C++:** Experienced in object-oriented programming for software development.
- **HTML/CSS:** Expertise in creating responsive and accessible web layouts, with a strong understanding of web standards and semantic markup.
- **MSSQL/PostgreSQL:** Skilled in using SQL Server for database management, stored procedures, and transactional operations.
- **Linux & Bash:** Proficient in Linux operating systems and shell scripting for automation, system administration, and efficient command-line workflows.
- **Jira/Trello:** Experienced in agile project management, issue tracking, workflow organization, and using various collaboration tools.
- **KPI & Analytics Tools:** Experienced with Microsoft Power BI, Tableau, and Excel for data visualization and performance tracking.
- **Git & GitHub:** Proficient in version control, branching, merging, and collaborative software development workflows.
- **Google Workspace:** Comfortable using Docs, Sheets, Slides, and Gmail for daily workflow and collaboration.
- **Microsoft Office Suite:** Proficient with Excel, Word, PowerPoint, and Outlook for documentation, data handling, and reporting.

Education

Bachelor Science: Computer Programming and Analysis

04/2021 – 04/2025

George Brown College, Toronto

- Developed **KOME** – Meal Planning App, a full-stack web app built with React, Node.js, Express, and PostgreSQL, enabling users to make smart dietary choices through personalized recommendations. Utilized Docker for streamlined deployment and environment management.
- Created **SpaceX Mission Explorer**, a modern Angular application using Angular Material and the public SpaceX API, featuring mission dashboards, detailed views, filtering, and interactive UI with animations and a space-themed design.
- Developed a **full-stack React and SQL-based MVC web application** for managing business workflows, featuring a React front-end with dynamic UI components, a RESTful backend API implementing MVC architecture with Node.js and Express, and a SQL database for robust data storage and querying.
- Engineered a Java-based GUI for flight management **Travelo App**, applying principles of software engineering and user interface design.
- Built a React-based **Employee Management System (EMS)** with user authentication, CRUD operations, search & filter functionality, and responsive design for seamless employee data handling.
- Engineered a cross-platform **Python GUI expense tracker**, emphasizing object-oriented programming and algorithm efficiency.

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.