

HENA ASSLAM

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Detail-oriented professional with a Bachelor's degree in Computer Science and Engineering, with experience in full-stack software development.
Seeking a position where I can grow and learn from team members while drawing on my knowledge of programming frameworks and software development.

SKILLS

- **Front end:** HTML, CSS, TypeScript, JavaScript, React, Redux, Bootstrap, Tailwind, EcmaScript6+, AJAX
- **Back end:** NodeJS, ExpressJS, JWT, OAuth, Socket.IO, TDD, Jest
- **Database:** MongoDB, PostgreSQL
- **Tools:** Git, Postman, Swagger, Trello, Vercel, Railway, Sequelize, Visual studio code, Zendesk

EXPERIENCE

12.2019 – 06.2020

SOFTWARE DEVELOPER - INTERN, ABASOFT – KOCHI, INDIA

- Gained first-hand experience in web development using React, Bootstrap, JavaScript and NodeJS, developing responsive and interactive web pages.
- Collaborated with other interns and senior developers to brainstorm and implement ideas for the Project.
- Assisted QA in testing web applications and mobile apps in different projects.

07.2020 – 02.2021

CUSTOMER SUCCESS EXPERT, BYJU'S – BENGALURU, INDIA

- Efficiently handled customer complaints, provide appropriate solutions and alternatives within the time limits; followed up to ensure resolution.
- Worked on Freshdesk and Trello board to keep records of customer interactions, process customer accounts and file documents.
- Took the extra mile to engage customers and in searching new leads using leadsquared and Ameyo.
- Proactively collaborated with different Teams in the company like Sales, IT and Finance Departments.

03.2022 – 08.2022

OPERATIONS ASSOCIATE, GORILLAS – HAMBURG, GERMANY

- Accelerated efficiency of operations by assisting with incoming orders, replenishment of products and quality check of inventory.
- Maintained up-to-date stock balance reports to optimize operations and reduce project lags.
- Developed deep collaboration, Team building and Strategic Planning Skills.

EDUCATION

11.2022 – 05.2023

FULL-STACK SOFTWARE DEVELOPMENT PROGRAM

EPICODE GLOBAL – HAMBURG, GERMANY

- Immersive training program with an emphasis on Fullstack Web Development.
- Developed multiple websites using full-stack Javascript, TypeScript, React and several programming languages, libraries and frameworks.

06.2015 – 09.2020

BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE AND ENGINEERING

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY – KERALA, INDIA

- Graduated in Computer Science and Engineering from Federal Institute of Science And Technology.
- Actively coordinated college wide events, programs, and Tech festivals.
- Volunteered IEEE events and Placement drives held at the university.

LANGUAGES

- **English** - Negotiation fluent
- **German** - Conversational (B1-level certified from Telc Deutschland)