

# NAFIUR RAHMAN

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## Profile of Skills:

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- 2+ year of professional experiences combined with customer service and software development
- Programming Languages: Python, JavaScript, Go, SQL, NoSQL (DynamoDB, MongoDB)
- Libraries, Frameworks and tools: React-Native, Pandas, Matplotlib, FastAPI, Git, Linux, Docker, MS Office Suite
- Interested in: Software Development, Data-Engineering, Data Analysis, Data Science, Machine Learning
- Highly driven, adaptable, focused on continuous learning and growth, clear and effective communication skills.

## Experiences:

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### Teleperformance Canada - Operations Customer Expert

Full time: Nov 2024 - Present

- Handled inbound customer calls and recorded all the cases in Salesforce CRM.
- Assisted customers with appropriate information about products and services.
- Educated customers about customized solutions fitted to their needs.
- Made necessary outbound calls and emails to facilitate customer requirements.
- Escalated issues to the level 2 settlement departments to facilitate specific customers.

### Idee Digital - Software Developer

Full time: Sept 2023 - Nov 2024 | Part time - Nov 2024 - Present

- Developed and Maintained a cross-platform React-Native Application
- Developed NoSQL database models
- Developed an Admin panel with CRUD functionalities using NextJS, AWS Lambda and DynamoDB
- Used Git (BitBucket) and AWS products: Code pipeline CI/CD, Lambda, CloudWatch, and DynamoDB, Amplify
- Implemented Stripe Payment Gateway for making charitable donations.

### ACI Motors Limited - Internship - Data Science

Full time: June - August 2023

- Cleaned, Analyzed, and visualized business data using SQL, Python - Pandas and Matplotlib.
- Created a report showing insights of which districts tend to have more resale products.
- Analyzed territory-wise sale and resale data contributing to better territory-wise budget predictions.
- Developed an internal automation tool with python to help with the internal data cleaning task.
- Processed and visualized IoT and geographical data, enhancing data-driven decision-making.

## Projects:

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### EZ Budget

- A simple app for managing personal finances, built with React Native Expo and ExpoSQLite.
- Users can track their expenses, set budgets, and view spending insights.

### Community Management System App

- An app for the Southport Masjid and its community, built with React Native, Node.js and AWS services.
- Users can view prayer times, events, and announcements from the mosque, and make charitable donations.

## Education:

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### B.Sc in Computer Science - American International University - Bangladesh

Spring 2020 - Summer 2023

- CGPA - 3.8 out of 4.0 (Awarded the Dean's List Honors)